SOUTH ST. JAMESTOWN NEEDS ASSESSMENT STUDY

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Cityhome

CONTENTS

EXECUTIVE SUMMARY i

INTRODUCTION 1

STUDY METHODS 2

COMMUNITY PROFILE 3

TENANT INTERVIEW 7

MAJOR POINTS MADE IN TENANT INTERVIEWS 7

KEY INFORMANT INTERVIEWS 16

COMMUNITY AGENCY INTERVIEWS 16

ARCHITECTURAL STUDY 18

COMMUNITY ECONOMIC DEVELOPMENT POSSIBILITIES 19

MAJOR NEEDS IDENTIFIED IN THE STUDY 23

RECOMMENDATIONS 25

COSTING AND BUDGETS 27

APPENDICES

A: SUPPORTING DATA

B: COMMUNITY AGENCIES

C: INTERVIEW SCHEDULES

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EXECUTIVE SUMMARY

(i) BACKGROUND

This Needs Assessment Study was carried out in response to the Cityhome Board of Directors' need to collect sufficient information to be able to make informed choices regarding the future direction of the South St. Jamestown Rooming House Project. Concerns regarding the physical maintenance situation, the financial situation and community relations coalesced to point up the need for a Needs Assessment Study.

Through the development of a Steering Committee, comprising tenants, Cityhome staff members, board members and staff from local social agencies; through the tenant survey, interviews with local business people, knowledgeable local residents and local community agency personnel and through ongoing discussions amongst Cityhome staff, tenants and the consulting team the study presents a comprehensive picture of the current South St. Jamestown Rooming House Project situation.

The study brings together comprehensive information on the housing, social, health, and economic needs of the Rooming House Project tenants, the most effective ways and the costs of providing for these needs, the potential of the housing stock to provide for the housing needs and the nature of the surrounding community's perception of the Project.

The focus of the study is on the tenants and the recommendations are developed from the Steering Committee's and consultants' perception of tenant needs. Structured on-site interviews with tenants, key informants and community agency personnel, together with site inspections by the consultant team architect, constitutes the major source of data used in the report.

The study was carried out by Jim Ward Associates. The consultant team comprised Brian Metcalfe, (accountant), Walter Moffat (architect), Jacques Tremblay (community developer) and Jim Ward (social researcher). Throughout the study process the consultant team consulted with the Needs Assessment Steering Committee, comprising Rooming House Project Tenants, Cityhome staff members, two Cityhome board members and local community agency personnel.

(ii) FINDINGS

The majority of tenants are satisfied with their social and housing situation. This is, in part, due to a low level of housing and social expectations, since many of the tenants have experienced extreme housing and social hardships throughout their lives. However, the tenants would like to see improvements made. The desired improvements range from a better cleaning service to an increased number of kitchen and bathroom facilities. Access to shared facilities is particularly important to the elderly and infirm tenants, of whom there is a substantial proportion.

Other important physical needs include the need for meeting spaces, for laundry facilities, for better physical accessibility to buildings and within buildings and for larger rooms. Some of the rooms are tiny (known colloquially as 'walk in, back out' rooms). The consultants believe they are not acceptable as livable units.

It is proposed that up to 40 of these small rooms be turned over to other uses, either to increase other room sizes or for storage, laundry, etc. This will lead to a marked increase in the quality of housing available. Of course, it is recommended that this be done gradually, by attrition, and that no one be displaced. The physical or housing recommendations made in this study should be incorporated with those made in Cityhome's recently completed comprehensive maintenance study. The budget recommendations reflect this.

The two most important findings in the social area are that there is a need for a Community Outreach Worker - someone who will make the necessary connections between isolated tenants and the nearby social services and who will bring those isolated tenants together with other tenants - and for the development of a 'house leader' system. The Community Outreach Worker's role would be to seek out ways by which tenants can develop stronger bonds with the rest of the neighbourhood, use community development methods to lessen isolation amongst the 'loner' population, look into methods for more effective communication of Cityhome policies and procedures to tenants, develop ways of increasing tenant input into those policies and procedures, work closely with appointed house leaders to develop a project-wide network, investigate the possibilities for community economic development, examine the concern of some female tenants regarding possible harrassment by male tenants, work to forge stronger links between the project and local business interests and local community agencies, examine the potential of occupational skills training programs and educational programs, and work to encourage the development of health outreach services to the project. The house leader system rests on the notion that if there is someone in each of the larger rooming houses that can 'look out' for the tenants then many of the problems of isolation will be overcome. During our interviews it was not uncommon to hear of a tenant who had died in a nearby room and had not been discovered for some days after the death, simply because no one was 'looking out' for the person.

Many of the changes recommended in the study will become an integral part of the work program of the proposed Community Outreach Worker. Built throughout the recommendations is the vital assumption that **all** physical changes will take place only in the context of close and ongoing consultation with tenants. An important role of the Community Outreach Worker is to ensure that this happens.

Although some of the South St. Jamestown units may appear modest in the context of housing generally, one way of ensuring that they have a greater potential for being real homes is to recognize the importance of fully involving tenants in decisions that will lead to changes to those homes and their immediate environment. It is vital that tenants be fully consulted before any changes are made and that the nature of the changes is fully understood and supported by those tenants who will be affected.

(iii) FINANCIAL CONSIDERATIONS

The costing process attempted to reflect the total impact on economic rents or alternative sources of funding of the recommendations and other associated costs or revenue losses.

The study recommendations were costed. To these costs were added the costs recommended by the Cityhome maintenance study which were not duplicated by the recommendations in this study. The sum of these two items is the physical improvement costs.

Since some rental units will be lost if all of these recommendations are implemented, the lost rents have been projected and included in the budget analysis. Similarly, we have assumed that the City of Toronto grants will cease for the 1990-91 fiscal year and have included that amount, as well as the scheduled decreases in the provincial operating grants, in the projected grant reduction amounts.

The total burden on economic rents could be reduced by below market interest rate mortgage financing, capital grants or a combination of the two for the physical improvement costs.

Our understanding is that the Ministry of Housing and Canada Mortgage and Housing Corporation (CMHC) will have to approve new economic rents which reflect the realistic costs of managing a "special needs" non-profit housing project. We estimate that eliminating the City grant and implementing the recommendation would lead to a cumulative rent increase of 35.7% by the end of the implementation period. (This includes rent increases due to inflation.) If the Ministy and CMHC agree to the rent increase it will also be important to seek a 100% rent supplement allocation for the project as is usually done with special needs projects.

(iv) CONCLUSIONS

The tenant survey indicates that tenants are generally satisfied with their housing situation, although they recognize there is room for substantial improvements. The level of satisfaction expressed should also be seen in relative terms. Many are satisfied because they have lived in worse housing conditions in the past. For example, one tenant respondent pointed out that at least he didn't have to deal with the high level of cockroach infestation that he had experienced in his previous private rooming house accommodation. Interviews with 'involved people' and local community agency personnel generally corroborated this as well as highlighting the essential housing service provided by the South St. Jamestown project. Interviews with local business people indicated some concerns with certain aspects of the project such as untended garbage in front of Cityhome houses and different lifestyles sometimes leading to neighbourhood tensions.

The five year social, maintenance and financial plan should address the concerns of these groups. It will improve the quality of life for tenants, develop a better Cityhome image within the neighbourhood and integrate tenants more effectively within the neighbourhood. An essential component of the plan is a preventive one. During the study it became very apparent to the consultants that the current level of health is likely to drop markedly over the next few years as a reflection of the aging nature of the tenant population. Implementing the recommendations will anticipate and 'head off' many of the problems faced by an older tenant population. Provided the Ministry of Housing and CMHC approve realistic economic rents and an appropriate rent supplement package, the plan is financially viable.

(v) RECOMMENDATIONS[1]

The recommendations are divided into two groups: the physical or housing recommendations and the social recommendations. Each of these groups is then further subdivided into costed and non-costed recommendations.

Costed Physical Recommendations

1. *Build equipment sheds in backyards to store snow removal and general cleaning equipment.*
2. *Provide bathroom and kitchen facilities on each floor level of all rooming houses. (17 kitchens and 11 bathroom installations estimated)*
3. *Provide a choice of bath or shower in all rooming houses.*
4. *Install laundry facilities in rooming houses that do not have laundry facilities. (16 estimated)*
5. *Separate W.C. and bathroom facilities wherever possible. (17 splits estimated)*
6. *Install kitchenettes in rooms without kitchen facilities that are large enough to incorporate them.*
7. *Install additional lighting for first floor hall ways, vestibules, entrance ways, and kitchens.*
8. *Fix creaking stairs.*
9. *Install extra drywalling and more solid core doors to increase soundproofing.*
10. *Provide good quality locks for unit doors where needed.*
11. *Provide nameplates for all unit doors.*
12. *Provide intercoms for all entrance vestibules.*
13. *Improve landscaping in front yards.*

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[1] The costed recommendations are the most important. The non-costed recommendations should be the subject of further review and are essentially intended as part of the implementation team's work plan.

14. *Provide access ramps to buildings where necessary and be cognizant of internal access problems.*

15. *Thoroughly examine appropriateness of all smoke detector installations.*

Non-costed Physical Recommendations

16. *Work to develop a cleaning service that is more satisfactory to tenants.*

17. *Create a more effective maintenance system based on periodic maintenance inspections rather than on visits made in response to crises or complaints.*

18. *Develop common room space in houses where it is possible.*

19. *Ensure that infirm and elderly are accommodated in ground floor units.*

20. *Conduct a critical evaluation of all small rooms (walk in back out-type) to ascertain whether or not some should be converted to other uses.*

21. *Cityhome retain the services of a consultant architect to oversee the design and implementation of physical recommendations.*

Costed Social Recommendations

22. *In a contract arrangement with a local community agency, most likely the Christian resource centre or Dixon hall, hire a community outreach worker. (See page 26 for a discussion of the community outreach worker's role.)*

23. *Appoint one person in each house to be 'house leader'.*
    The role of the house leader will be to act as the centre of each house's 'social network'. He she will make him/herself known to each tenant in the house and will be fully aware of everyone's safety, security and health needs.

Non-costed Social Recommendations

24. *Carry out a study to ascertain to what extent low levels of disposable incomes, manifested in heavy reliance on food banks, are brought about by high living costs.*

25. *Over a five year period, through turnover and the incorporation of social objectives in Cityhome policy,develop a method for creating 'tenant mixes that work' in each of the houses.*

26. *Through discussions with the current provider of security services, together with input from the community worker and house leaders, work to develop a 'more personal' security system.*

27. *Work with the Old Cabbagetown B.I.A. to ensure that the presence of the South St. Jamestown rooming house project is seen as a positive part of the social and land use mix in the neighbourhood.*

THE NEEDS ASSESSMENT REPORT

1. INTRODUCTION

This Needs Assessment Study was carried out in response to the Cityhome Board of Directors' need to collect sufficient information to be able to make informed choices regarding the future direction of the South St. Jamestown Rooming House Project.

The study brings together comprehensive information on the housing, social, health, and economic needs of the Rooming House Project tenants, the most effective ways and the costs of providing for these needs, the potential of the housing stock to provide for the housing needs and the nature of the surrounding community's perception of the Project.

The focus of the study is on the tenants and the recommendations are developed from our perception of tenant needs. Structured on-site interviews with tenants, key informants and community agency personnel, together with site inspections by the consultant team architect, constitutes the major source of data used in the report.

The study was carried out by Jim Ward Associates. The consultant team comprised Brian Metcalfe, (accountant), Walter Moffat (architect), Jacques Tremblay (community developer) and Jim Ward (social researcher). Throughout the study process the consultant team consulted with a specially developed Needs Assessment Steering Committee, comprising Rooming House Project Tenants, Cityhome staff members, a Cityhome board member and local community agency personnel.

2. STUDY METHODS USED

The methods used in the study included analysis of existing data, collection of original data through interviews and ongoing consultation with a Steering Committee comprising Cityhome board and staff, South St. Jamestown Rooming House Project residents and local community agency personnel.

2.1 Analysis of Existing Data

Statistics Canada local area census data were analyzed in order to construct a community profile. These data where compared with Cityhome data and data generated by the study to compare the profile of Rooming House Project residents with that of the wider community.

2.2 Interviews

Structured interviews were carried out with three groups of respondents: (i) 100 South St. Jamestown Rooming House Project tenants were interviewed in their homes; (ii) 20 community agency personnel were interviewed;(iii) 20 key informants were interviewed. This last group broke down into local business people, 'involved' people and key Cityhome maintenance staff.

2.3 Architectural Study

The consultant team architect inspected buildings in light of information gained in the tenant interviews, the maintenance staff interviews and the results of a recently completed Cityhome maintenance study.

2.4 Plan Development

In light of the data collected by the above methods a plan was developed complete with recommended actions and the costs of these actions.

2.5 Ongoing Consultation

The consultant team met on a regular basis with members of the Needs Assessment Steering Committee. The Committee comprised tenants of the Rooming House Project, Cityhome staff members, a representative from the Cityhome board of directors and personnel from local community agencies.

Consultations were carried out with Cityhome staff to ensure that the recommendations coming out of the study were of such a nature that they could be operationalized by Cityhome.

3. COMMUNITY PROFILE

This section provides an overview of the nature of the South St. Jamestown community, a comparison of the Rooming House Project population with that of the wider community and a description of the available community services, through an examination of Statistics Canada data, Cityhome file data and a comprehensive listing of community services.

3.1 The Wider Community and its Context

The South St. Jamestown community is bounded by Wellesley Street East on the north, Parliament Street on the east, Carlton Street on the south and Sherbourne Street on the west. The entire South St. Jamestown Cityhome Rooming House portfolio lies within this area.

The community is primarily residential with a wide range of income groups. Many of the houses are occupied by middle to upper income individuals and families and there is a substantial presence of affordable housing in the form of Cityhome housing projects and a major housing cooperative - Hugh Garner.

The neighbouring geographic communities provide strong contrasts to South St. Jamestown. To the north is St. Jamestown, a densely populated highrise community, much of which comprises affordable housing. To the south is Regent Park, the largest public housing project in Toronto. To the east is Cabbagetown, an affluent residential neighbourhood.

Statistics Canada Census Tract 66 incorporates the St. Jamestown area as well as the area east to Jarvis Street. So, although not completely conterminous, with South St. Jamestown, socioeconomic data from this census tract gives a close proximation of the nature of the community. Table 3.1.1 lists several important socioeconomic variables, comparing the situation in Census Tract 66 with that in the City of Toronto and the Toronto Census Metropolitan Area (CMA).

TABLE 3.1.1 SELECTED SOCIOECOMIC CHARACTERISTICS (1986 DATA)

Characteristic	CMA	City	C.T.66
Population density	611/sq.k.	6,302	20,374
Population growth 1981-86	9.5%	2.2%	18.4%
Percent male	49%	50%	54%
Population < 25 yrs.	36%	31%	24%
Population > 54 yrs.	19%	21%	22%
Rental dwellings	42%	60%	84%
Dwellings built <1946	17%	49%	21%
Dwellings built >1971	38%	18%	57%
Moved in past five years	47%	50%	72%
One person households	21%	37%	54%
Unattached individuals	12%	26%	50%
Managerial occupations: males	16%	15%	18%
Managerial occupations: females	10%	13%	15%
Average persons per household	2.8	2.4	1.7
Average rooms per dwelling	5.9	5.1	3.6
Average 1986 income: males	$27,167	$34,699	$21,741
Average 1986 income: females	$15,151	$22,924	$15,389
Incidence of low income families	11%	17%	20%
Incidence of low income unattached individuals	33%	35%	38%
Unemployment rate: male	5%	7%	10%
Unemployment rate: female	6.5%	6.5%	5.5%
Less than grade 9 education	14%	18%	11%
With university degree	14%	21%	25%

Important factors that show up in Table 3.1.1 are as follows:

- The area is relatively densely populated.
- The area has grown rapidly in population over the five year period, 1981-86.
- It has a slightly older population.
- It has a high proportion of rental dwellings.
- It has a high proportion of relatively new dwellings.

- It experiences a relatively high rate of residential mobility.
- There is a high proportion of one person households.
- There is a high proportion of unattached individuals.
- Household sizes tend to be relatively small.
- Dwelling sizes tend to be relatively small.
- Incomes, particularly for males, tend to be relatively low and family incomes are also relatively low.
- Unemployment rates for males are relatively high, for females they are relatively low.
- Educational levels are relatively high.

3.2 The Immediate Neighbourhood

Utilizing Census Canada enumeration area statistics we are able to focus on a smaller geographic area. Enumeration Areas 710 and 756 incorporate the area bounded by Wellesley Street on the north, Parliament Street on the east, Carlton Street on the south and Ontario Street on the west. This smaller area still takes in all the South St. Jamestown Rooming House Project portfolio and reduces the scale somewhat. The total population of the two enumeration areas in 1986 was 905. Thus, the Rooming House Project, with its population of 469 accounts for 52% of the total population. Table 3.2.1 provides selected sociodemographic statistics for the two enumeration areas.

When compared with data from Census Tract 66 as a whole the data that stands out in Table 3.2.1 (See Appendix A.) is as follows:

- There is a stronger concentration of males.
- E.A. 710 has substantially more elderly, whilst E.A. 756 has substantially fewer.
- Proportion of rental dwellings is high, particularly in E.A. 710, where it reaches 96%.
- The housing stock is relatively old.
- A high proportion of people are in managerial occupations.

- With the exception of females in E.A. 756, incomes are relatively high.
- Education levels, particularly in E.A. 710, are relatively high.

3.3 The Rooming House Project Community

According to Cityhome data, in 1989 there are 469 individuals living in the South St. Jamestown Rooming House Project. Males represent 63% of all tenants. 19% are below the age of 25 and 31% are over the age of 54. 19% have full time employment as their major source of income.

Thus there are several important differences between the Rooming House Project population and that of the immediately surrounding community.

The Rooming House Project population is:

1. Relatively elderly.
2. Relatively male.
3. Likely to have a much higher rate of unemployment.

Other important differences that we know from the interview data, which are discussed in full in Section 4, are that the Rooming House Population is:

4. Relatively poorly educated.
5. Unskilled in terms of managerial occupations.
6. Relatively unhealthy.
7. Relatively poor.
8. More likely to have lived in the area for a longer time.

These eight factors all have important implications that are taken up in later discussions in the study.

3.4 Community Agencies Within and Serving the Residents of South St. Jamestown

Through discussions with local social and community agency personnel and searching available agency directories a comprehensive inventory of community agencies located within and close by South St. Jamestown was constructed. The inventory was drawn up for two purposes: to get a sense of community and social services readily available to the South St. Jamestown rooming house population and to use it as a source to draw on for interview information. The 67 item inventory is attached as Appendix B.

4. TENANT INTERVIEW

Data collected during the tenant interviews comprise the central piece of the study. The information gained from the tenants themselves provides the most comprehensive picture of their needs. (It should be noted that the bulk of 'raw data' collected during all the interviews appears in Appendix A.)

MAJOR POINTS MADE IN TENANT INTERVIEWS

To summarize the following section, the major points made in the tenant interviews are as follows:

1. A large proportion of the tenants have lived in the area for a substantial period of time.

2. Although most tenants are reasonably satisfied with the cleaning service, a substantial minority (over 30%) feel that the service is inadequate. They feel it is too infrequent and improperly carried out. There is particular concern over dirty windows.

3. A majority of tenants feel that small maintenance tasks are attended to promptly and are taken care of before they become major problems, however, a large minority are of the opinion that this is not so. Many cases of leaking taps, leaking roofs, lifting tiles and broken windows are cited to support this contention.

4. Most tenants feel comfortable about making complaints to maintenance staff.

5. Access to kitchen and washroom facilities presents a major problem for many tenants. Many complained about having to wait overly long to use toilets and, for some, the use of any facility meant climbing a flight of stairs. This presents a particular problem for the elderly and infirm, of whom there are many.

6. Over 40% of tenant respondents have a problem with noise. This is primarily neighbour noise. Some see this as a function of incompatible groups within a house, e.g. elderly people and young people. Physical characteristics of the buildings such as thin walls and creaking stairs exacerbate the noise problem.

7. Privacy is not a problem for most tenants. However, 14% do have concerns over lack of privacy. Some see this as being inherent in having to share bathroom and kitchen facilities.

8. Security is seen as a problem by 75% of the respondents. Several mentioned their own experiences of break-ins. A major concern is that the security personnel are not readily available at all times of the day and night. Another concern is that the service is too impersonal.

9. Physical accessibility is currently a problem for only a small proportion of respondents. Only 12% stated they have some accessibility problems. The problems **are large** for that group. Steps up to houses, uncleared ice and insufficient hand rails along stairways are seen as problems. It is also apparent that the proportion of elderly and infirm tenants will increase markedly over the coming years. This means that accessibility will become an increasing concern.

10. Tenants' social activities take place largely in local commercial establishments such as hotels, restaurants and doughnut shops. Their recreational activities tend to be individualistic such as walking, watching television and reading.

11. The most obvious social service used by tenants is that of food banks. In all, 42% of respondents use food banks on a regular basis. A large number also use local health services, with Wellesley Hospital being the most frequently used health service.

12. Most tenants tend to feel at home in the neighbourhood. Many have a considerable number of friends and acquaintances living in the immediate area. Their complaints about the neighbourhood related to a perceived increase in violence and the need for more police foot patrols and better street lighting. Over 90% would like to continue living in the neighbourhood.

13. Most of the tenant respondents are happy to remain in their current unit over the next few years. Of the 40% who would like to exchange their unit, most of these would like to move from a single room without facilities to something with facilities. Almost all would want the other unit to be in the same neighbourhood.

14. A large proportion of tenants would like to be more involved in the delivery of some of the Cityhome services such as cleaning, light maintenance and input into the development and design of Cityhome properties.

4.1 Description of Tenant Respondents

In all 100 tenants were interviewed. The interviews took place in the tenants' own units. In this way the consultants were able to get a good sense of the living conditions of the interviewees. Of the 100 tenants interviewed, 72 were males and 28 were females. The 100 represents just under one third of household heads in the South St. Jamestown portfolio. (Since the number of respondents in this section was exactly 100, numbers and percentages are the same.) Age group breakdown of the tenant respondents is shown in Table 4.1.1.

TABLE 4.1.1 AGE GROUP BREAKDOWN OF TENANT RESPONDENTS

Age Groups	Number
<20	3
21-30	10
31-40	18
41-50	6
51-60	26
61-70	31
>70	6

4.2 Type of Accommodation of Tenant Respondents

The type of accommodation lived in by tenant respondents is shown in Table 4.2.1. Well over half the respondents live in single rooms without cooking facilities and 17% live in single rooms with cooking facilities. All told, 75% live in single rooms and 25% live in self-contained units. Thus much of the flavour of the responses is based on a single room experience.

TABLE 4.2.1 TYPE OF ACCOMMODATION LIVED IN

Accommodation Type	Number
Room without cooking facilities	58
Room with cooking facilities	17
One bedroom apartment	13
Two bedroom apartment	5
Bachelor apartment	4
Three bedroom apartment	2
Four bedroom apartment	1

Also, in terms of living arrangements, 87% of the tenant interviewees live alone, 7% live with one other person and 6% live with a family of more than two persons.

4.3 Tenant Stability

As Table 4.3.1 indicates, 78% of tenant respondents have lived in that particular accommodation for more than one year and 34% have lived there for six or more years. The average length of stay in present accommodation is 4.9 years, with a range of from one month to 32 years.

TABLE 4.3.1 LENGTH OF TIME IN THAT ACCOMMODATION

Length of Time	Number
Less than one year	22
One to five years	44
Six to ten years	22
More than ten years	12

The length of time spent by respondents in any Cityhome accommodation is slightly longer and averages 5.5 years.

It is apparent from the above data that Cityhome tenants tend to be fairly stable geographically.

4.4 Level of Satisfaction with Cleaning

A considerable part of the tenant interview dealt with levels of satisfaction on general maintenance of the buildings in which tenants live. The first item dealt with in this area was that of cleaning. When asked if they felt their building was kept adequately clean, 67% said 'yes' and 33% said 'no'.

There is a strong feeling amongst the 33% of tenants dissatisfied with the level of cleaning that it is not done frequently enough. Several stated they would do it themselves very willingly if the necessary cleaning equipment were made readily available to them.
Dirty windows are a particularly vexing problem for some. Often the outside of windows is difficult for tenants to reach for cleaning purposes.

4.5 Level of Satisfaction with Maintenance

A large proportion of tenants seem satisfied with the level of maintenance, but over one third of them are not. Those who are not satisfied are concerned that small maintenance tasks are not attended to promptly so that they frequently do become major problems. Leaky roofs and ceilings, lifting tiles, poor electrical services, blown out light bulbs are all seen to be left to go for too long before they are attended to, leading to further problems such as ruined carpets, floors and walls.
When asked if there are specific maintenance problems about which they have concerns, 44% said that there are. Many of these concerns have serious effects on the day-to-day life of tenants. Much of this could be overcome by quicker attention to small problems before they become large ones. Most tenants seem to feel comfortable enough about making complaints when they see that things need to be fixed and they seem to know the right channels for getting things done. However, there is a small minority that fears they may be thought ungrateful if they complain.

4.6 Facilities

Many of the tenant respondents share kitchens and/or bathrooms, i.e. the 75% in single rooms. All 100 tenant respondents were asked their views on the condition and availability of these facilities.

When asked 'How do you feel about the availability of facilities in your building?' 68% rated them as 'good', 27% as 'satisfactory' and 5% as 'poor'. When asked 'Is there anything about the availability of facilities that particularly concerns you?' 26% said 'yes'.

TABLE 4.6.1 READY ACCESS TO FACILITIES?

Facility	Yes	No
Toilets	92	8
Showers	86	14
Baths	79	21
Kitchen facilities	93	7

When asked 'Are there ever occasions when the regular facilities are totally inaccessible and you have to use other alternatives?' 19% answered 'yes'.

The major problem with facilities appears to be accessibility. Many complained that they have to wait for long periods to use toilets, have to climb flights of stairs to get to kitchens and bathrooms. This latter problem is particularly serious for the many elderly and infirm tenants. For these tenants, climbing stairs can be a particularly painful undertaking. Many tenants are concerned that they live in houses without showers or without bathtubs.

4.7 The Informal Use of Building Spaces

In order to get a sense of tenants' use of space in and around the houses for informal social activities, several interview questions were designed to elicit this information.

When asked if they use places in or around the building for meeting people 68% said 'yes'. They meet in a variety of places, as shown in Table 4.7.1. (See Appendix A.)

The purpose of gaining some understanding of the informal use of spaces in and around the buildings is to get a sense of how buildings are utilized and whether or not there may be a need to plan for spaces for certain activities. Most of the social activity appears to take place in tenants' units. A considerable amount also takes place in hall ways, on front porches, fire escapes and in backyards. What this information perhaps shows up most clearly is the lack of specially designated communal space for socializing activities.

During the discussion on the use of space for socializing, it became obvious to the consultants that many of the houses had a strong 'social ambiance'. For example, there are houses where a particular tenant's room is seen as the major 'socializing spot' in the house. In this room tenants come together on a regular basis. At the other end of the spectrum are those houses of 'loners', where respondents would sometimes proudly state that they never mixed with other tenants in the house. 'I keep to myself and I let them keep to themselves, that's the best way.'
The perception of the consultants was that many of the fiercely proud loners are actually very lonely.

4.8 Noise

Given that many are living in close quarters, it was envisaged that noise would be perceived as a problem. When asked 'Do you have any problems with noise?' 41% answered 'yes'.

Of the 41% of tenants who have a problem with noise, most of them see it in terms of 'noisy neighbours'. Many see it as a function of particular events, e.g. 'cheque day' or of particular mixes within a house, e.g. young people and old people. For many the noise is exacerbated by building characteristics such as creaky stairs and thin walls.

4.9 Privacy

Again, living in such close quarters can bring about a sense of lack of privacy. Tenants were asked if they feel their unit is sufficiently private, 86% answered 'yes'.

The great majority of tenant respondents, 86%, feel that their unit is sufficiently private. The 14% who have real concerns in this area named very specific problems such as lack of their own letter box, inability to stop people walking into their unit and the threat to privacy brought about by the need to share bathroom and kitchen facilities.

4.10 Security and Safety

Security is likely to be an important concern for tenants in small multi-unit buildings. Respondents were asked if they have security problems, 75% answered 'yes'.

A matter closely related to security is that of a sense of safety. Tenant respondents were asked if they feel safe at home.
Perhaps surprisingly, in light of the fact that 75% said they have security problems, 91% said they feel safe at home.

A large proportion, 75% of tenants, said they feel they have security problems and many mentioned direct experiences of break-ins. A major security concern appears to be that the security staff are not sufficiently available or in evidence frequently enough. Another concern is that the security system is not personal enough in its dealings with tenants. The present system was frequently compared negatively with a previous, more informal, security system. Despite the many concerns expressed over security an overwhelming proportion of tenant respondents feel safe.

4.11 Accessibility

Given that many of the tenants are old and infirm it was considered important to find out if any are experiencing problems of accessibility to their units. Respondents were asked if they have problems getting in to and out of their homes, 88% said 'no'.

Although accessibility to the home is seen as a problem by only 12% of the respondents, for them this is a major problem in living. Steps, stairs and ice form major accessibility problems.

4.12 Social and Recreational Activities

A large proportion of tenant respondents report that they use commercial sites for socializing. Locations such as hotels, restaurants and doughnut shops are important meeting places. Very few tenants appear to use local recreational facilities for their recreational activities, most seeming to prefer solitary activities such as walking, reading and watching television.
(See Tables 4.12.1 and 4.12.2, Appendix A.)

4.13 Use of Social Services

When asked if they use any local social services for financial assistance only three tenants answered 'yes', but when asked if they use food assistance services 42% said yes and identified the food outlets shown in Table 4.13.1, Appendix A.

The most frequently used services are those at St. Peter's church, Our Lady of Lourdes, Stop 103, and the Scott Mission.

The most obvious factor about tenants' use of social services is their heavy reliance on food donation services and health services. This would seem to indicate low levels of disposable income and a high incidence of ill health. The high incidence of health problems became evident to the consultants during the interviews. Many respondents complained of respiratory and cardiovascular problems. Emphysema and arthritis seem to be particularly prevalent. This is probably closely related to the fact that many of the respondents are in their 50s and 60s and the fact that many of them have spent their working lives in difficult physical conditions, e.g. as miners, construction labourers, truck drivers. (Evidence of this is provided in Chapter 9 on Community Economic Development.)

4.14 Tenants and the Neighbourhood

It was seen to be important to get a sense of the feelings tenants in South St. Jamestown have about their neighbourhood. Several questions were asked during the interview to measure this.

When tenants were asked if they would like to carry on living in the same neighbourhood, 92% said 'yes'.

Two major factors come out on the questions around tenants and the neighbourhood. The first is that an overwhelming majority of the tenants like the neighbourhood and would like to continue living there. The second is that the complaints they make about the neighbourhood, e.g. a need for more police foot patrols and the need for better street lighting, are the kinds of complaints that any other resident group in the area would be likely to make. When these two factors are coupled with the long-range geographic stability of this population it becomes very clear that this neighbourhood really is **home** to most of the South St. Jamestown Cityhome tenants.

4.15 Desired Change in Unit

Regarding satisfaction with their particular unit, tenants were asked if they would like to carry on living in their present unit for the next few years, 65% answered 'yes' and 35% 'no'. Those who said 'no' were asked what kind of unit they would like to move to.

The largest proportion of those who would like to move currently live in single rooms without kitchens. This is hardly surprising since this group constitutes 58% of all the tenant respondents. Also it is not surprising, given that most of those who live in single rooms without facilities are aware of the existence of rooms with facilities and having to share kitchen and other facilities with others is seen as something of an inconvenience.
Nevertheless, it may be surprising that less than half of those in single rooms without facilities are anxious to move into something with facilities. For those who want to move to another unit, the greatest preference is for a self-contained unit, i.e. one with both kitchen and bathroom facilities.

One concern that arose around making the move to a more desirable unit was that many tenants have little knowledge on how to go about initiating such a move. In a discussion around the level of knowledge tenants have of Cityhome transfer policy and procedures it became evident that many are poorly informed.
This points up the need for a critical examination of the ways in which information on transfer policies and procedures is made available to tenants.

4.16 Tenant Involvement in Provision of Cityhome Services

As is evident in some of the foregoing discussion in this section, some tenants are informally involved in providing some of the cleaning, painting and light maintenance services.

Several questions in the interview were designed to see what level of involvement in some of these services tenants were interested in providing. (It is recognized that many of these services are adequately and efficiently provided by staff, but there may be some possibilities of developing shared approaches to some of these services. The benefit to tenants may be in the form of developing a stronger sense of self-worth and community and there may be some potential for community economic development opportunities in areas such a window cleaning that are currently carried out by outside contractors.)

The responses to questions regarding tenant involvement indicate a high level of willingness to be involved in advising around development and design and in cleaning, a fairly high level in the area of light maintenance and a low level in the area of renovation. (This should be kept in mind for the discussion on Community Economic Development possibilities in Section 8, below.)

5. KEY INFORMANT INTERVIEW ANALYSIS

Twenty people were involved in the key informant category, this included: (i) eight local business people - i.e., people with businesses in the immediate area of South St. Jamestown (ii) six 'involved people' - i.e., people who had been involved with the early development of Cityhome and/or were currently involved and who had a sense of the overall philosophy and goals of the organization; (iii) members of the Cityhome maintenance staff.

5.1. Local Business People

The purpose of interviewing local business people was twofold: (i) to gain some sense of the perception of the South St. Jamestown rooming house project and its tenants amongst business people; (ii) to gauge the potential for involving local business people in community development and community economic development initiatives with Cityhome tenants. Seven of the eight local business people own or manage small businesses on Parliament Street. These businesses include a hardware store, a tavern, a restaurant, a liquor store, a florists, a doughnut shop, and a butcher shop.

The local business people interviewed have a wide range of perceptions of the South St. Jamestown Rooming House Project and its tenants. Some see the project as providing a much needed service in the area, whilst others see it as detrimental. Particular problems such as untended garbage in front of Cityhome houses and unruly pit bull terriers on Prospect Street were identified by some of the business respondents. A number of local business people indicated some interest in being involved with community economic development initiatives that Cityhome may develop in the future.

The recommendations made in this study, particularly those concerning the hiring of a Community Outreach Worker and the development of a house leader system (recommentations 22 and 23), provide effective ways of solving these 'wider neighbourhood' problems. The major effects brought about by the implementation of these recommendations will include the development of better images and attitudes and will move the project more in the direction of being a cooperative and welcome neighbour. The physical recommendations will also ensure that the physical aspects of the housing will blend in more effectively with the surrounding neighbourhood.

5.2 Involved People

The six interviewees that we labelled as involved people had (and some continue to have) a wide variety of relationships with Cityhome.

The 'involved people' informants have played a wide range of roles in and around Cityhome and the South St. Jamestown Rooming House Project. However, their perceptions of what they see as the major goals for the Project are remarkably complementary. Their understanding of the goals of the project is to maintain permanent, low cost housing, small-scale housing in downtown Toronto.

Some concern was expressed that the level of maintenance is not as high as it should be and that there should be greater encouragement for tenant participation in the running of the Project.

The major needs for the future of the Project were seen to be the need to move toward more of a community development approach, wherein tenants work more closely with Cityhome and local agencies and business people, and the need to maintain a mixed residential neighbourhood.

5.3 Maintenance Staff

Six key Cityhome maintenance staff people were interviewed to get a sense of the major maintenance problems, the comments are incorporated in Section 8 below.

6. COMMUNITY AGENCY INTERVIEWS

Twenty personnel at 18 different local community agencies were interviewed. The chosen agencies were all mentioned as agencies used by tenants in the tenant interviews.

The Community Agency Interviews provide vital information in following areas:

1. They indicate that the agencies provide a wide range of services to Cityhome South St. Jamestown Rooming House Project tenants and that a wider range is available if tenants were to be made aware of them.

2. They tend to show a similar perception of service needs as those identified by tenants, e.g. the need for better maintenance, a need for laundry services, a need for meeting spaces, ongoing human supports in the tenants' homes.

3. They indicate that, given the funds, they would be willing to provide some of these services. Services such as outreach support, support with community economic development projects and support with self-help initiatives.

4. There is considerable linkage amongst the agencies. Dixon Hall appears to be linked to most.

5. Many of the community agencies are involved in community development activities and, although there is currently a low level of involvement in community economic development activities, several agencies indicate a strong interest in becoming involved in such activities with Cityhome tenants. Several also indicated an interest in occupational skills training.

6. Community agencies view the South St. Jamestown Project in much the same way as tenants. They see the Project as providing a valid downtown housing choice for low income people. They perceive that some sense of community is present in the Project.

7. ARCHITECTURAL STUDY

Many of the questions in the tenant interviews related to the physical nature of the houses in which they live. The responses to these questions were used as a beginning point for the architectural study.

Through an analysis of responses to the tenant survey it was possible to locate the major physical problems experienced by tenants and to isolate some of those houses that experienced more of these problems than others. The architect on the consultant team visited these problem houses and several non-problem houses. He developed design guidelines based on these visits.

Other important starting points for the architectural study were the responses of several key Cityhome maintenance staff as part of the 'key informant' interview process.

Finally, the recently completed major maintenance study of all houses in the South St. Jamestown Rooming House project provided important data for the architectural study.

Table 7.1.1 (Appendix A) lists the wide variety of concerns with the physical aspects of life in the South St. Jamestown project from the tenants' perspective. In most cases we have suggested possible solutions to these concerns and these solutions are reflected in the recommendations on building alterations and improvements.

7.2 Design Guidelines

In addition we have developed design guidelines for usage components and systems for the houses. These guidelines are shown in Table 7.2.1. (Appendix A)

Most of the problems listed in the two tables may seem relatively small to someone looking in from the outside. However, such problems as having to climb a flight of stairs to get to the kitchen or bathroom facilities and having to wait long periods to use such facilities are of paramount importance in the day-to-day life of South St. Jamestown tenants. These problems can mean the difference between a reasonable living situation and an untenable one. This is likely to be particularly so if the tenant is elderly and/or infirm.

Poor lighting, inadequate wiring and water supply also have profound effects on the tenants' quality of life. The solutions offered to these problems, together with the design guidelines provided should provide a useful beginning point from which to develop a sound and relatively inexpensive building improvement program.

8. COMMUNITY ECONOMIC DEVELOPMENT POSSIBILITIES

As part of the study, the consultants were asked to assess the possibilities of community economic development initiatives that would involve South St. Jamestown Rooming House project tenants and local community agencies in developing locally-based economic opportunities.

The consultants assessed this possibility in four ways: firstly by getting a sense of occupational skills, occupational potential and occupational interests from tenants as part of the tenant survey interview; secondly by gauging the level of interest of local community agencies in being involved in such an initiative;
thirdly by asking local business people what their views on such an initiative are; finally by looking at some of the models of small-scale, localized community economic development.

8.1 Occupational Skills of Tenants Interviewed

Tenant interviewees were asked 'What kinds of work skills would you say you have?'

The question elicited 67 different types of work skills. These are listed, along with the number of times each work skill was mentioned, in Table 8.1.1 (Appendix A).

The responses listed in Table 8.1.1 indicate a wide range of occupational experience. The occupational skills that show up with the greatest frequency, i.e. those mentioned more than five times are carpentry, clerical, construction work, labouring, maintenance, truck driving and waiter/waitressing.

When asked 'What kinds of work do you enjoy doing, the respondents answered as shown in Table 8.1.2 (Appendix A).

Cleaning, housework, maintenance, 'people work' and truck driving are the types of work most frequently mentioned in terms of work most enjoyed.

These two tables together give us important information regarding community economic development possibilities. Firstly they indicate that there is a wide range of experience in building, cleaning and maintenance types of activities. Secondly, they indicate that a fair proportion of the tenants enjoy doing this kind of work. This may well point to the possibility of developing initiatives in the building, cleaning and maintenance areas.

8.2 Skills Training Possibilities

We felt that interest in developing new skills would be an important factor to measure, since the level of interest and the area of interest may provide leads regarding which directions might be most successful for developing skills training programs or raising tenant awareness about the existence of skills training programs. This, in turn, is likely to be of importance in assessing the potential for the success of community economic development projects, since a high level of skills training interest in a particular area may indicate a higher probability of success in that area.

Tenants were asked 'Are there any skills that you would like to learn if you had the opportunity to do so?' 47 of the respondents answered 'yes'. These 47 respondents were then asked what particular skills they would like to learn. The responses are shown in Table 8.2.1 (Appendix A).

As with the listings appearing in the previous two tables there is a wide variety of responses. It is interesting to note, however, that the higher frequency responses, auto mechanics, computing and electronics tend to be in 'higher technology' areas compared to the high frequency occupations listed in the other two tables.

It is also important to stress the fact that 53% of the tenant respondents said they were not interested in developing new skills. Many of these said that they felt their working life had pretty well come to an end and it was too late for them to be taking an interest in occupational skills training. However, of the 47% who said they are interested in developing new job skills, most were keenly interested in opportunities for training in new occupational skills areas.

8.3 Community Agencies' Level of Interest in Community Economic Development

In the community agency study 20 staff members were interviewed at 18 different agencies. When asked if they are currently involved in community economic development projects only one agency, Christian Resource Centre, said they are. However, most agencies said they would be interested in becoming involved in the creation or support of community economic development initiatives that would utilize the skills of Cityhome rooming house tenants. These agencies and the kind of involvement they would envisage are shown in Table 8.3.1 (Appendix A).

This indicates that seven local community agencies would willingly provide support to community economic development initiatives involving tenants from the South St. Jamestown Rooming House project. The levels of involvement the agencies envisage ranges from the Christian Resource Centre's willingness to help in searching out funding, searching out possible locations for such a project and sharing of their past experience in community economic development projects, to Central Link's interest from a rehabilitation perspective.

8.4 Community Agencies' Level of Interest in Skills Training

When asked if they felt their agency would be interested in being involved in skills training projects aimed at Cityhome South St. Jamestown residents, 12 of the agency respondents answered 'yes'. The interested agencies and the kinds of involvement they would envisage are shown in Table 8.4.1 (Appendix A).

There is a very high level of community agency interest in the area of skills training. Several agencies have previous experience in developing skills training programs. Their experience could prove invaluable. Dixon Hall is something of a pioneer in the running of microcomputer skills courses. This may be of particular relevance because computing showed up as the highest area of tenant interest in terms of skills training.

8.5 Local Business People's Level of Interest in Community Economic Development

In order to get some sense of the employment and community economic development possibilities from a local business perspective, we asked business respondents if they ever hired Cityhome tenants to work in their business.

Six of the eight had never hired Cityhome tenants and two had. One of those who had, a doughnut shop proprietor, expressed considerable satisfaction with the experience. The other, a building contractor, was ambivalent. He felt they did the job but were sometimes unreliable and required special considerations, e.g. tolerance regarding late arrival, absenteeism, etc.

All told, four of the eight businesses do tend to hire local people to work for them.

Again, in relation to community economic development possibilities, business people were asked if there was any shortage in the kinds of skills needed within their particular business. Four of the eight said 'yes'.

Given that most of the respondents are small business operators it is not surprising that the skills named (See Section 8, Appendix A) are all in the service industry. What is of major importance, however, is that most of the skills are relatively easy to acquire and, given the caution that it may be no great step forward to move from unemployment to underpaid work, there may well be some realistic opportunities for skills training in these areas that would be appropriate for Cityhome tenants.

Business respondents were asked if they would be interested in being involved in community economic development initiatives with community agencies and Cityhome South St. Jamestown tenants. Six of the eight said they would be interested in being involved.

Looked at from the perspectives of the tenants of the Cityhome South St. Jamestown Rooming House project, local community agencies and local businesses, there do appear to be some real opportunities for the development of community economic development initiatives.

- A large proportion of tenants have skills and interests in the areas of cleaning and maintenance.
- 47% of the tenants interviewed showed an interest in learning new occupational skills.

- A large number of community agencies show an interest in becoming involved in community economic development initiatives.
- Local business respondents indicated there is a shortage of certain types of unskilled and semi-skilled labour.
- Several local business respondents indicated an interest in being involved in community economic development initiatives.

There are some possibilities in the area of community economic development that can provide realistic work opportunities for South St. Jamestown tenants. There is a range of occupational skills amongst the tenants and a fairly high level of interest in developing new occupational skills.

Several of the local community agencies, such as the Christian Resource Centre Central Neighbourhood House and the Christian Community Centre expressed a strong interest in being involved in community economic development initiatives. Dixon Hall, Central Neighbourhood House, Christian Resource Centre and Christian Community Centre all show an interest in being involved in skills development. With its expertise in microcomputer training, Dixon Hall is an obvious link to make. Local business people also show some interest in being involved in such initiatives.

There are locally-based models that can be drawn on for building community economic development activities and the City of Toronto is developing new ways of providing financial and technical support through the proposed Financial Assistance Corporation and the Technical Resource Centre. It is also possible that the Cityhome skills training centre could be utilized for skills training.

9. MAJOR NEEDS IDENTIFIED IN THE STUDY

The major needs identified in the study can be broken down into two categories: housing needs and social needs.

9.1 Housing Needs

Needs were identified for a more frequent cleaning service. Several tenants noted that this problem could be handled to some extent by making cleaning equipment more readily available to tenants themselves so that they could do more of their own cleaning if they wished to do so. Similar solutions could be provided in order to deal with the need for more frequent clearing of snow and ice.

Regarding maintenance, there appears to be a need for a more frequent, ongoing system of maintenance checks so that relatively small maintenance problems do not become large ones.

Larger maintenance tasks such as the fixing of creaking stairs and the bolstering of thin walls would increase tenant quality of life by reducing the high noise levels that cause irritation for many. And front and backyard maintenance should be re-examined critically to ensure that the 'good neighbour' image is maximized.

Construction of access ramps would be of considerable benefit in houses with high proportions of elderly and infirm tenants and every effort should be made to place such tenants in ground floor rooms.

There is a need for more readily accessible bathroom and kitchen facilities that can be met by making them available on each level of all rooming houses so that tenants do not have to climb stairs to reach them. In some cases rooms currently without facilities are large enough for the installation of kitchenettes within them. This would be a considerable increase in convenience for tenants. Tenants also deserve the opportunity to choose between showers and bathtubs. One way in which bath/shower facilities and toilets can be made more readily accessible is to physically separate them.

Many tenants pointed out that laundry facilities in each of the buildings would be a valuable addition, as would the provision of common rooms. The former would mean that long trips to laundromats would be avoided. The latter would increase the possibilities for tenant socializing.

Quality of tenant life would also be improved by the installation of individual mailboxes, nameplates and good locks for all unit doors.

9.2 Social Needs

The study revealed a high level of social needs amongst the tenants. The evidence of a high reliance on food banks indicates that many tenants have difficulty in 'making ends meet'. The high level of infirmity witnessed by the consultants and the fact that the tenant population is becoming increasing elderly means that the possibility of making connections with outreach health services should be examined.

There is evidence that the Cityhome tenants are very much at home within the neighbourhood but that there are also some problems of communication and understanding between them and others in the neighbourhood.

Levels of communication between tenants and Cityhome as an organization need to be improved also. In some cases the tenant-to-tenant communication is quite weak. Some tenants live in very isolated situations. Some female tenants are concerned about harrassment. Such tenants form a considerable contrast with those tenants who live in close companionship with other tenants. It is likely that a Community Outreach Worker and house leader system can do much to alleviate these communication problems. The impersonal nature of much of the delivery of Cityhome housing services can be personalized through the work of a Community Outreach worker and the house leader system.

10. RECOMMENDATIONS

These recommendations grow out of the identified needs listed in section 9. These identified needs, in turn, grow out of the tenant interviews, interviews with community agency personnel and with key community informants, out of the architectural study and out of the recently completed Cityhome Maintenance study.

The recommendations are divided into two groups: the physical or housing recommendations and the social recommendations. Each of these groups is then further subdivided into costed and non-costed recommendations.

Costed Physical Recommendations

1. *Build equipment sheds in backyards to store snow removal and general cleaning equipment.*
2. *Provide bathroom and kitchen facilities on each floor level of all rooming houses. (17 Kitchens and 11 bathroom installations estimated)*
3. *Provide a choice of bath or shower in all rooming houses.*
4. *Install laundry facilities in rooming houses that do not have laundry facilities. (16 estimated)*
5. *Separate W.C. And bathroom facilities wherever possible. (17 Splits estimated)*
6. *Install kitchenettes in rooms without kitchen facilities that are large enough to incorporate them.*
7. *Install additional lighting for first floor hall ways, vestibules, entrance ways, and kitchens.*
8. *Fix creaking stairs.*
9. *Install extra dry walling and more solid core doors to increase soundproofing.*
10. *Provide good quality locks for unit doors where needed.*
11. *Provide nameplates for all unit doors.*
12. *Provide intercoms for all entrance vestibules.*
13. *Improve landscaping in front yards.*
14. *Provide access ramps to buildings where necessary and be cognizant of internal access problems.*

15. *Thoroughly examine appropriateness of all smoke detector installations.*

Non-costed Physical Recommendations

16. *Work to develop a cleaning service that is more satisfactory to tenants.*

17. *Create a more effective maintenance system based on periodic maintenance inspections rather than on visits made in response to crises or complaints.*

18. *Develop common room space in houses where it is possible.*

19. *Ensure that infirm and elderly are accommodated in ground floor units.*

20. *Conduct a critical evaluation of all small rooms (walk in back out-type) to ascertain whether or not some should be converted to other uses.*

21. *Cityhome retain the services of a consultant architect to oversee the design and implementation of physical recommendations.*

Costed Social Recommendations

22. *In a contract arrangement with a local community agency, most likely the Christian resource centre or Dixon hall, hire a community outreach worker. (See page 26 for a discussion of the community outreach worker's role.)*

23. *Appoint one person in each house to be 'house leader'.*
    The role of the house leader will be to act as the centre of each house's 'social network'. He she will make him/herself known to each tenant in the house and will be fully aware of everyone's safety, security and health needs.

Non-costed Social Recommendations

24. *Carry out a study to ascertain to what extent low levels of disposable incomes, manifested in heavy reliance on food banks, are brought about by high living costs.*

25. *Over a five year period, through turnover and the incorporation of social objectives in cityhome policy,develop a method for creating 'tenant mixes that work' in each of the houses.*

26. *Through discussions with the current provider of security services, together with input from the community worker and house leaders, work to develop a 'more personal' security system.*

27. *Work with the Old Cabbagetown B.I.A. to ensure that the presence of the South St. Jamestown rooming house project is seen as a positive part of the social and land use mix in the neighbourhood.*

11. COSTING AND BUDGETS

TABLE 11.1: FIVE YEAR BUDGET : STUDY RECOMMENDATIONS

	90-91	91-92	92-93	93-94	94-95
Community development costs (Table 11.2)	70,900	73,700	76,600	79,900	83,100
Physical improvement costs (Table 11.3)	524,500	545,500	567,200	590,000	613,600
City grant elimination (Table 11.6)	326,300	326,300	326,300	332,800	337,300
Rent reduction (11.5)	27,000	52,700	80,000	108,900	143,400
Funding requirement	948,700	998,200	1,050,100	1,111,600	1,177,400

Explanatory Notes

1. Effects of Funding Requirement on Economic Rent

	90-91	91-92	92-93	93-94	94-95
Annual increase as percent of year's economic rent	25.9%	31.3%	35.5%	39.9%	44.1%
Cumulative impact of increases on economic rents	25.9%	5.4%	4.2%	4.4%	4.2%

The effect on economic rent was calculated after adjusting the funding requirements by amortizing physical improvement costs over 20 years at 12.25%. Note that these increases do not include the cost of inflation.

2. The burden on new operating funding could be reduced by mortgage financing or capital grants or a combination of the two for the physical improvement costs, leading to increased economic rents. This solution will have to be combined with increases in the RGI component. We have also assumed that the City grant is eliminated.

3. The current budget projected amount is obtained by adding an average annual inflation provision of 4% to expenditure budgets for the two South St. Jamestown projects for 1989-90.

4. For the purposes of budgeting it is assumed that year 1 of implementation will be the fiscal year ending June 30, 1991.

5. Note that, while the physical improvement costs will be incurred only in the five year period covered by the forecast, the community development costs are ongoing.

TABLE 11.2: FIVE YEAR BUDGET

COMMUNITY DEVELOPMENT

	90-91	91-92	92-93	93-94	94-95
Community worker, salary & benefits	$ 29,600	$ 30,800	$ 32,000	$ 33,600	$ 35,000
Agency contracts	20,800	21,600	22,500	23,400	24,300
House leader stipends	18,000	18,700	19,500	20,200	21,100
Rent	1,000	1,000	1,000	1,000	1,000
Telephone	500	500	500	500	500
Supplies	1,000	1,100	1,100	1,200	1,200
	$ 70,900	$ 73,700	$ 76,600	$ 79,900	$ 83,100

Explanatory Notes

1. Community Worker

First year costs were estimated as follows:

Salary	27,000
UIC	740
CPP	510
Other (5%)	1,350
	29,600

Subsequent years were increased by an average inflation rate of four percent.

2. Agency Contracts
These contracts will obtain agency back-up for the community worker in areas such as home help for seniors, street health services, skills development, employment counselling, economic development and legal education. In the first year we budgeted 520 service hours at $40.00 per hour and increased this amount by an average inflation rate of 4% for subsequent years.

3. House Leader Stipends
We have assumed annual stipends of $600 ($50 per month) for 36 house leaders in the first year. Subsequent years balances were increased at an average annual inflation rate of 4%.

4. Rent and Other Office Costs
It is expected that an office for the community worker will be provided by City Home. Nominal rent and office costs are budgeted to cover miscellaneous incremental costs.

TABLE 11.3: FIVE YEAR BUDGET: PHYSICAL IMPROVEMENTS

	90-91	91-92	92-93	93-94	94-95
Facilities	$102,400	$106,500	$110,800	$115,200	$119,800
Sound proofing	90,000	93,600	97,300	101,200	105,300
Lighting	9,600	10,000	10,400	10,800	11,200
Landscaping & porches	26,000	27,000	28,100	29,200	30,400
Storage sheds	5,300	5,500	5,700	6,000	6,200
Intercoms	15,200	15,800	16,400	17,100	17,800
Signage	2,000	2,100	2,200	2,300	2,400
Contingency	30,000	31,200	32,400	33,700	35,100
Maintenance study costs*	244,000	253,800	263,900	274,500	285,400
	$524,500	$545,500	$567,200	$590,000	$613,600

* i.e. costs recommended by the Cityhome maintenance study that are not duplicated by the recommendations in this study.

Note: The 90-91 budget figures are 20% of the total budget for physical improvements as calculated below. Subsequent years' budgets are derived by applying an annual inflation rate of 4% to the first year's budget.

TABLE 11.4: BUDGET: PHYSICAL IMPROVEMENTS

(1990 dollars)

	5 years	1 year
Facilities	$ 512,000	$ 102,400
Sound proofing	450,000	90,000
Lighting	48,000	9,600
Landscaping & porches	130,000	26,000
Storage sheds	26,500	5,300
Intercoms	76,000	15,200
Signage	10,000	2,000
Contingency	150,000	30,000
Maintenance study costs*	1,220,000	244,000
	$2,622,500	$524,500

* i.e. costs recommended by the Cityhome maintenance study that are not duplicated by the recommendations in this study.

Explanatory Notes

1. Facilities

16 laundry rooms @ $3500	$ 56,000
17 common kitchens @ $13000	221,000
19 kitchenettes @ $7000	133,000
17 bathroom splits @ $6000	102,000
	$ 512,000

2. Soundproofing

30 houses @ $15000	$ 450,000

Costs include drywalling and installation of sound bats.

3. Lighting

30 houses, 8 fixtures each @ $200	$ 48,000

Costs include purchase and installation of fixtures for common areas and exteriors.

4. Landscaping and porches

13 houses @ $10000	$ 130,000

Costs include construction of porches and upgrading of landscaping to the neighbourhood standard.

5. Storage sheds

53 sheds @ $500 per shed	$ 26,500

6. Intercoms

38 houses @ $2000 per intercom	$ 76,000

7. Graphics and signage

306 units @ $30 per sign	$ 10,000

8. Contingency

The contingency amount will cover the costs of new locks, modification of smoke detectors, repairs to creaking stairs and budget overruns.

9. Maintenance Study Costs

The Cityhome maintenance study has recommended a maintenance program costing $1.8 million, of these costs $580,000 are duplicated by the recommendations in this study, according to Cityhome staff. The maintenance study costs included in the budget are the non-duplicated costs of $1,220,000.

TABLE 11.5: PROJECTED RENT REDUCTION

	90-91	91-92	92-93	93-94	94-95
Vacancy: Unit elimination	$ 24,000	$ 49,600	$ 76,800	$105,600	$140,000
Vacancy: Mix & match	3,000	3,100	3,200	3,300	3,400
	$ 27,000	$ 52,700	$ 80,000	$108,900	$143,400

Explanatory Notes

1. Vacancy: Unit elimination

It has been recommended that 40 units be eliminated to provide for adequate kitchen and bathroom facilities and common areas. Therefore eliminations will be phased in over five years and will reduce rents as follows:

	90-91	91-92	92-93	93-94	94-95
Eliminated units	8	16	24	32	40
Average rent	3,000	3,100	3,200	3,300	3,400
	$24,000	$49,600	$76,800	$105,600	$136,000

2. Vacancy: Mix & Match

It is anticipated that the recommendation to match tenants with units and buildings suitable to their need would create an average vacancy of 12 unit months per year or one years rent. The average rent per unit is used.

TABLE 11.6: PROJECTED GRANT REDUCTION

	90-91	91-92	92-93	93-94	94-95
Provincial operating grants (rent reduction)	0	0	0	$6,500	$11,000
City of Toronto grants 326,300	326,300	326,300	326,300	326,300	
	326,300	326,300	326,300	332,800	337,300

Explanatory Notes

1. Provincial operating grants

These decreases reflect actual grant commitments according to the program budgets, which phase out all funding for South St. Jamestown by February of 1994.

2. City of Toronto grants

We have assumed that the City of Toronto grants, as currently budgeted, are removed for the 1990-91 fiscal year.

APPENDICES

APPENDIX A: SUPPORTING DATA

3. COMMUNITY PROFILE

TABLE 3.1.1 SELECTED SOCIOECOMIC CHARACTERISTICS (1986 DATA)

Characteristic	CMA	City	C.T.66
Population density	611/sq.k.	6,302	20,374
Population growth 1981-86	9.5%	2.2%	18.4%
Percent male	49%	50%	54%
Population < 25 yrs.	36%	31%	24%
Population > 54 yrs.	19%	21%	22%
Rental dwellings	42%	60%	84%
Dwellings built <1946	17%	49%	21%
Dwellings built >1971	38%	18%	57%
Moved in past five years	47%	50%	72%
One person households	21%	37%	54%
Unattached individuals	12%	26%	50%
Managerial occupations: males	16%	15%	18%
Managerial occupations: females	10%	13%	15%
Average persons per household	2.8	2.4	1.7
Average rooms per dwelling	5.9	5.1	3.6
Average 1986 income: males	$27,167	$34,699	$21,741
Average 1986 income: females	$15,151	$22,924	$15,389
Incidence of low income families	11%	17%	20%
Incidence of low income unattached individuals	33%	35%	38%
Unemployment rate: male	5%	7%	10%
Unemployment rate: female	6.5%	6.5%	5.5%
Less than grade 9 education	14%	18%	11%
With university degree	14%	21%	25%

TABLE 3.1.2 SELECTED SOCIOECONOMIC CHARACTERISTICS FOR ENUMERATION AREAS 710 AND 756 (Aberdeen, Carlton, Parliament and Winchester units in EA 710; Prospect, Rose and Wellesley units in EA 756)

Characteristic	EA 710	EA 756
Total population	440	465
Percent male	57%	57%
Population < 25 yrs.	29%	24%
Population > 54 yrs.	25%	16%
Rental dwellings	96%	71%
Dwellings built <1946	73%	89%
Dwellings built >1971	4%	0%
Moved in past five years	79%	68%
One person households	36%	46%
Managerial occupations: males	36%	29%
Managerial occupations: females	18%	20%
Average persons per household	2.0	2.1
Average 1986 income: males	$40,420	$23,732
Average 1986 income: females	$20,221	$13,526
Unemployment rate: male	7.4%	7.9%
Unemployment rate: female	4.5%	0%
Less than grade 9 education	18%	14%
With university degree	30%	17%

4. TENANT INTERVIEWS

4.4 Level of Satisfaction with Cleaning

Responses of 33% of tenants who answered 'no' to question "Do you think the place is kept adequately clean?"

(Numbers in parantheses appearing after statements indicate the number of respondents who made such a statement. When no number appears it indicates a single response.)

- Cleaning staff should come more often.(x11)
- Windows haven't been cleaned for three years.
- The floors are not kept clean enough.
- It depends on who's doing the cleaning. Some don't do it so well.
- It was good until about three years ago. Now the cleaners don't clean the kitchen or the washroom.
- There's not much cleaning done at all.

- They don't seem to bother doing it properly.
- We do it ourselves.
- I think the cleaners are okay, but the people in the house don't keep it as clean as they should.
- Clean the hallways more regularly.
- Somebody used to come here regularly but not anymore. I think she got frightened off by one of the tenants.
- Shouldn't really blame Cityhome cleaners though, it's the low lifes who live in here that make such a mess.
- They haven't washed the walls in years.
- Why won't they clean the windows?
- They should do the vacuuming more often.
- There used to be cockroaches, but I cleaned them out.
- I think they could keep the front yard a lot cleaner.
- There's too much garbage out the front.
- Several of us in this building meet and divide up the cleaning tasks amongst ourselves. Unfortunately though a lot of the people aren't here half the time. And it's difficult to get good mops, pails and brooms so we can do the job properly.

4.5 Level of Satisfaction with Maintenance

When asked the question, 'Are small maintenance tasks attended to promptly?' 61% said 'yes'. The 39% who said 'no', elaborated in the following ways:

- The screen out back should have been fixed long ago.
- It's a very poor hot water supply.
- There are still holes in the wall from a fight that happened quite a while ago.
- It takes months to get a two bit item fixed. I ended up buying the latch for my window myself.

- The roof's been leaking for four years. They say they can't fix it.
- They do a really poor job on outside maintenance.
- They just never seem to get round to fixing leaky taps.
- They're pretty slow on getting things fixed, so I do it myself.
- The kitchen ceiling in there needs fixing. They don't move very quickly on repairs.
- The maintenance people don't do it, so I do it myself. I've done plastering jobs here, fixing up the bathroom.
- Well, our heating seems to be off most of the time.
- They took my window out three years ago to fix it and it's still not back.
- They take an awful long time to come and when they do come they don't seem to care about the way they paint and do repairs. They painted my windows closed.
- They came and put a new sink in the bathroom but it leaks because they didn't caulk it properly. We have to put a pail under it now.
- The walls around my window get soaked when it rains. I wish they'd fix it.
- They need to paint much more frequently.
- The little things just don't get done.
- I report that things need to be repaired but they don't seem to get done.
- We do it ourselves because Cityhome just refuses to respond.
- I have an ongoing problem with the electrical wiring. The power goes off maybe three times every night. Cityhome seems to consider the wiring adequate but we can't use coffee pots or toasters without the power going off.
- They're just so slow to respond.

- I waited three years for a fan in my bathroom. I waited a year for a screen door. I used to have trouble getting my taps fixed. Now a guy from upstairs does all that stuff for me.

- I've waited for ages for the tiles on my floor and for tiles in the hall to be fixed.

- It took them three years to fix a leaky window. The rain ruined my rug. It's taken me five years to get a door that fits.

- It's either a slow response or no response when we want to get things fixed. The garbage cans are often not put out. It took ages to get a leak fixed. Rain just poured through the fire door into the hall. We got a new fire door eventually but it doesn't fit either!

- They've come several times to fix the stove fan, but it still doesn't work and we've given up now.

- My window frame has been in need of repair for over a year now. It gets very cold in the winter.

- I can't reach up to replace light bulbs and I have to wait a long time to get someone to come round and do it for me.

- I asked to have my leaky taps fixed three months ago. Nothing has happened yet.

- I reported my cupboards were falling off the wall six months ago, they still haven't come to fix them.

- I think the maintenance staff lacks the right kind of experience. They're not sure what they're doing.

- They're good at looking at the repairs that need to be done but I think they lack the knowledge needed to fix things.

When asked if they felt minor maintenance problems are taken care of before they become major ones, 68% answered 'yes'. The 32% who answered 'no' were asked to give examples of minor problems that became major ones. They gave the following examples:

- Inside of roofing allowed to deteriorate.

- Leaking roof getting worse.

- Broken window allowing leaks over years.
- Blown light bulbs leave us in dark for ages.
- Leaky bathroom tap causes bath to stain.
- Not fixing thermostat means we have to put up with it being either way too hot or way too cold.
- Leaky window ruined my rug.
- Leaky radiator made tiles lift.
- Rain coming in through fire door made a real mess of stairs and hallway.
- Leaks around window caused damage to walls.
- I think that Cityhome tends to group 'better clientele' in certain buildings. They look after those buildings well. But they let some projects go. They think " Well, that's how those people like to live."
- The shower upstairs has overflowed and caused a lot of damage down here. It should be fixed.
- A gas stove in the kitchen leaked for a long time and made things pretty uncomfortable.
- The fact that they haven't upgraded the wiring means we can't use coffee pots and toasters.
- There was the toilet tank that went on the fritz, they tried to fix it but they kept botching it. In the end they brought in a plumber.
- This floor is in pretty rough shape. Termites are eating it away. They've bored holes for termites but it's too late now. The whole floor is going to cave in.
- The leak upstairs just doesn't get fixed.
- They'll come and do the emergency things right away, but small things don't get done. For example, there's no hot water in the washroom and the place hasn't been sprayed for cockroaches.
- They're not done, so I do it.
- The smoke detectors need readjusting. They go off a lot.

- I've been after a window sill for five years now. I've packed it with crud over that time. I've asked property managers over four years, nothing happens. All you've got to do is drop a cigarette butt in there and you've got a fire.
- The leaky roof has made the tiles lift in my room.
- The tiles by my door have needed fixing for years.
- They tend to do the jobs but they don't do them right.

4.5.1 Tenant Awareness of How Things Get Fixed

In order to get a sense of the level of tenant awareness on how to get maintenance work done, respondents were asked 'What do you do when there's a need to get something fixed?' Table 4.5.1 summarizes the responses.

TABLE 4.5.1 WHAT TO DO WHEN SOMETHING NEEDS FIXING

Action Taken	Number
Contact Superintendent	39
Phone maintenance office	17
Go to maintenance office	16
Contact Property Manager	7
Don't know what to do	5
Phone Cityhome head office	4
Wait till I see one of the maintenance staff	3
I don't do anything, there's no point	3
Report it to cleaner	2
Try to fix it myself	2
I don't report it because I'm grateful to be here	1
Talk to any of maintenance guys	1

One tenant said, "You shouldn't have to make out a report. A phone call should be enough. Filling out forms is just too complicated. Actually maintenance check ups should be done about every two months."

Table 4.5.1 indicates that there is a fairly high level of awareness of what action to take when something needs to be fixed. In order to see if tenants feel comfortable in letting staff know when something needs to be fixed they were asked,
'Do you feel it's your right to make a complaint when you can see that something needs to be fixed?' 95% said 'yes'. Four of the five who said 'no' elaborated as follows:

- They never do anything anyway.
- I don't like to bother them too much.
- I'm fairly shy and I haven't been with Cityhome long enough (8 months) to make complaints.
- I'm grateful for what I have.

In a similar vein, tenants were asked 'Do you feel comfortable about making a complaint wher you see there's a need for something to be fixed? To this question, 91% answered 'yes' and the 9% who answered 'no' said:

- What's the point? They won't fix it.
- Beggars can't be choosers.
- Lots of people have lived here much longer (than her two months) so I'm not comfortable complaining.
- I feel like a shit raiser and that if I kick up too much of a stink I'll cause other tenants a problem.
- They resent it.
- I don't think they like you asking them to do it.
- I'm probably too shy.
- We do it ourselves because history shows that Cityhome doesn't do repairs.
- I'm grateful for what I have.

Finally in the area of maintenance, tenants were asked 'Are there any areas of maintenance that you are particularly concerned about? To this question 44% answered 'yes' and elaborated as follows:

- My bed is broken.
- The walls never get washed.
- The maintenance standards are going down.
- The external maintenance is poor. Fences and eaves are not properly maintained. I had to phone the Department of health to get Cityhome to fix the eaves. I've waited two years to get the fence repaired.
- The place hasn't been painted in 10 years. (Brother of this 67 year old woman painted her unit.)
- Better cleaning.
- More frequent painting.(2)
- We need the cleaning tools, mops, pails, brooms and then we can do the cleaning job ourselves.
- There's no fire extinguisher.
- The porch is rotten.
- There's no wheelchair access and I will be using a wheelchair soon.
- Smoke detector goes off when I use the stove in the (shared) kitchen, so I don't cook anymore.
- There's a leaky water pipe in my room.
- No hot water.
- I need a new window.
- I need help in cleaning my window.
- A major problem is that things don't get reported. If nobody reports something then it wont get fixed.
- Some of the maintenance people seem indifferent and they're not properly trained.
- Windows need winterizing.

- I'm concerned that maintenance staff have keys. Some things are missing.
- Painting should be done more frequently.
- Windows need cleaning.
- My daughter had to sleep in an icy bedroom for years because the door didn't fit properly.
- My wall leaks in the summer.
- We need brighter paint colour schemes.
- The holes in the walls should be fixed.
- Wiring needs upgrading so that I can use my air conditioner.
- Fix the eavestroughing. The neighbour complains that the water keeps her awake.
- The cleaning service is very poor.
- Fix the ceiling in my kitchen.
- We need more showers.
- We need more washrooms.
- There are squirrels in the roof.
- Fix the heating.
- Front door needs fixing. The wind howls through in winter.
- Basement requires insulating and damp proofing.
- Wash the windows. My windows haven't been washed in three years. It needs a ladder for both inside and outside. I can't climb a ladder. (Got a private bid of $120 for window cleaning.)
- The wiring has to be fixed. At present it won't support my air conditioner and without an air conditioner I'm screwed. I was in hospital twice last summer because of the heat.
- Fix leaking roof.
- Fix faulty smoke detectors.
- More frequent painting.

- Leaky tap.
- Better front yard maintenance. Garbage strewn over lawn.
- Need more effective snow removal.
- Repair window.
- Front yard maintenance.

4.6 Facilities

Responses of 26% who answered 'yes' to question, "Is there anything about the availability of facilities that particularly concerns you?"

Bathrooms

- No bathtub on my floor.(2)
- Hard to access washroom on weekends.
- Only one shower in the whole house.
- Hard to access washroom.
- No showers in house.(5)
- The washroom's always dirty.
- When I go to use the washroom there's always another guy in there who's not supposed to be in this house at all.
- This guy's always falling asleep in the toilet, so it's hard to get in.
- It's hard to get access to the washroom. Too many people use it for too long.
- Dirty washroom.
- The washroom door's always closed, so I never know if it's being used or not.
- Too many people using too few washrooms.
- The showers are too small and I'd like there to be a bath available.
- One person ties up the bathroom for too long sometimes.

- Things like cleaning products and toilet paper get stolen.
- No bathtub in house.(4)
- One shower amongst five people (and their friends).
- There are only showers on 2nd and 3rd floors. Should be on all floors.
- Water pressure in upstairs washroom is poor.
- Had to wait around to use toilet because someone has so many friends in.
- Often have to wait too long.
- I'd prefer not to have to share with strangers.
- Upstairs washroom needs fixing.
- No bathtubs on first floor.
- My main problem is that I have a heart condition and I have to climb stairs to get to any of the facilities.
- I have trouble climbing the stairs to get to the facilities.

Kitchen

- The kitchen is sometimes a problem when there are too many guests. I avoid the problem by eating out most of the time.
- Every room should have a kitchenette.
- Kitchen kept in bad shape.
- You can't open the kitchen door when you're cooking because the smoke signal goes off. But, if you close the door, it gets really hot. It needs better ventilation. I stopped using the kitchen and started using a small cooker in my room but it kept blowing the fuse.
- I need a new fridge, new stove and new toilet.
- I can't use my own stove for cooking because the smoke detector goes off so I use the share kitchen for cooking.
- There's always a line up to use the kitchen.
- Need another fridge in the kitchen.

- The kitchen floor is crooked. It needs fixing.

- There are cockroaches in the kitchen oven.

MISCELLANEOUS COMMENTS ON FACILITIES

- I'd like a small sink with running water in my room.

- I have no place to put things in my room. I'd like a small cupboard.

- Laundry facilities in the building would be great.

- It used to be a real problem getting in to use the kitchen because there was a guy in there shooting up with all his friends. He's gone now.

- The showers and toilets are in separate rooms here (Carlton). That way you don't have to wait as long like I used to have to at Prospect.

- We all know each other well in this house. If ... takes a bit too long in the washroom I holler to her that I have to get in to take a shower before I go to work and ... says "Okay, I'll hurry up."

- We all get on well and share things in this house.

Responses of those who answered 'yes' to question, "Are there ever occasions when the regular facilities are totally inaccessible and you have to use other alternatives."

Toilet

- Sometimes I can't get to the washroom so I use the one downstairs/upstairs. (6)

- I go upstairs but that's a real problem for me, climbing the stairs, especially when I get up there and it's being used too.

- Sometimes I use the washroom in the doughnut shop. (2)

- I just sit in the kitchen and wait until the washroom is free.

- There's one guy who falls asleep in the washroom all the time when he's been drinking. I just knock on the door and tell him to wake up!

- There's a guy who shouldn't be in here who's always on the toilet. I had to use a pail because he was in there. That's very inconvenient for me.
- I have to use a pail sometimes. (2)

Kitchen

- I just eat out all the time.
- I can't climb the stairs to the kitchen.
- Sometimes the guy from number ... stares at me and makes me feel uncomfortable.

4.7 The Informal Use of Building Spaces

TABLE 4.7.1 PLACES USED IN AND AROUND THE BUILDING FOR MEETING WITH OTHER PEOPLE

Place	Number
Own and other's room or apartment	46
Hallways	14
Kitchen	4
Backyard	3
In neighbour's room	2
Frontyard	1
Fire escape	1
Street outside	1

Respondents were asked if they use such places for 'sitting around', 56% answered 'yes' and said they sit around in places as shown in Table 4.7.2.

TABLE 4.7.2 PLACES USED FOR 'SITTING AROUND'

Place	Number
Own and other's rooms and apartments	36
Front porch	11
Neighbour's room	7
Kitchen	5
Backyard	5
Fire escape	3
Frontyard	2

Respondents were asked what places they used for 'generally socializing'. The 54% responding to this question named the locations shown in Table 4.7.3.

TABLE 4.7.3 PLACES USED FOR 'GENERALLY SOCIALIZING'

Place	Number
Own and other's rooms and apartments	37
Front porch	9
Backyard BBQ	6
Kitchen	4
Neighbour's room	3
Fire escape	3

Regarding use of spaces for informal activities, tenants were asked if they used such spaces for sunbathing. Only 8% said they do and gave the locations shown in Table 4.7.4.

TABLE 4.7.4 PLACES USED FOR SUNBATHING

Place	Number
Fire escape	4
Frontyard	3
Backyard	1
Front porch	1

4.8 Noise

Responses and some suggested solutions of 41% who answered 'yes' to question, "Do you have problems with noise?"

- My neighbour's a musician, he plays loud music late at night.

  Solution: Soundproof his wall.

- People make a noise using a lane by the side of the house.

  Solution: Don't know. City doesn't own the land.

- Noisy neighbours in the morning and evening.

  Solution: I don't know. I guess someone would have to speak to them. I'm scared to.

- We used to have noisy neighbours.

  Solution: We wrote a letter to Cityhome to get rid of them. It took us six years.

- The guy in the basement apartment is noisy in the mornings.

  Solution: We talk to him but it has no effect. I think he's too old to be in this building on his own.

- They fight downstairs once in a while. Some guy comes in to see the woman up there. The police often have to come because the guy falls down the stairs.

  Solution: It really doesn't bother me.

- Drunks out on the street make a noise.

- The four kids upstairs do a lot of thumping on the floor.

  Solution: Speak to tenants about kids. Put rugs on floor.

- Neighbour noise. Noise when people go upstairs.

  Solution: Build thicker walls.

- I get some noise from a 'nut' upstairs. I went to the office about him.

  Solution: Get him out of here. But where can you put him?

- It gets noisy on cheque day because lots of people come in here who don't live here. They sleep on the floor.

  Solution: Have a person in the house who has authority, like a 'house father' or 'house mother'.

- One tenant is really noisy.

  Solution: We're going to have to speak with him.

- The TV downstairs.

  Solution: Soundproof floor and ceiling.

- Person above me falls out of bed, closes door noisily, walks loudly.

  Solution: Send him a letter. If that doesn't work, evict him.

- There's a noise that comes from inside the roof. I think it might be an animal.

  Solution: Someone needs to go up there and check it out.

- Too many noisy visitors.

  Solution: Keep them out.

- Some of tenants get drunk and noisy.

- The guy over the way is crazy.

- Noise gets to be a bit of a problem when people drink too much.

  Solution: I usually tell them to keep the noise down.

- The stairs are very noisy.
- The noise from upstairs is pretty bad.
- The man upstairs brings in drunken friends and they're noisy.
- The tenants next door make a lot of noise.
- Sometimes the 'man from mars' is noisy.
- People push my buzzer at two or three in the morning.

  Solution: Disconnect the buzzer.
- One guy upstairs has bouts sometimes and he stamps on the floor. If he misses his medication he has a tantrum.

  Solution: I holler up there sometimes and he stops. But just for a couple of minutes.
- Some of the wild parties create a lot of noise.
- Noisy neighbours, noisy stairs, noisy doors.
- Neighbours drinking on street.
- Loud stereo playing, drunkenness.

  Solution: Be diplomatic. (It's nearly all young guys in here but me.)
- People dance around in apartment upstairs, slam doors.
- On cheque days the noise is worst. There are lots of fights.

  Solution: Mix people up more so that there's a mix of working people and welfare people.
- People partying, going through hallways, stealing things from kitchen. (I keep my own plates in my room.)

  Solution: If I can handle the problem I get my friends to help me. If not, I phone security.
- One of tenants has a lot of parties.

  Solution: Evict tenant.
- Sometimes drunks get out of hand.

Solution: I call the cops.

- Noisy doors.
- Noisy tenant.

4.9 Privacy

Responses of 14% who answered 'no' to question, "Do you feel your place is sufficiently private?"

- Balcony shared with neighbour.

  Solution: Partition balcony.

- No privacy with mail. It all comes through the same mail slot.

  Solution: Block slot and have mail put in separate boxes.

- No safety locks on windows.

  Solution: Install locks.

- I have to sleep with the door open because I feel closed in.

  Solution: Larger room.

- I can't have a private conversation because of the paper thin walls.

  Solution: Build thicker walls.

- Woman next door calls me names all the time.

  Solution: Move her or me.

- One of tenants gets drunk and makes passes at me.
- Sharing kitchen and bathroom means limited privacy. (3)

  Solution: Self-contained unit.

- People come to my door a lot.
- People walk right into my unit.
- Noise invades my privacy. (2)

Miscellaneous comments on noise and privacy

- There's nobody next door. He passed away a couple of weeks ago. But he was quiet anyway.
- This is one of the privatist places I've ever lived in. It's so much better than the house on George Street. (a privately owned rooming house, now closed down.)

4.10 Security and Safety

Stated nature of security problems according to 75% of respondents who answered 'yes' to question, "Do you have any sercurity problems?"

- Someone comes in and leaves back door open.
- People know these places have no superintendent, so they sneak in the back door, get under the stairs, drink a bottle and go to sleep. They use the washroom as a public toilet. Sometimes they get a bit rowdy and we have to tell them to go.
- The front door gets left open sometimes and people come in. Someone slept in the hallway last night.
- It's hard to get hold of the security people when you need them. I phoned them once during the day and they said they couldn't come unti 7 p.m., so I just phone 911 when it's a real emergency.
- If there's no security around during the day, people know they can get away with things.(2)
- There are problems with drinking and drugs up on the third floor. I never see the security people in here.
- The fire door gets left open. (2)
- I was robbed in my room by four men. The security people never come around.
- I never see the security people. (4)
- People come in through the fire escape and sleep on the floor.
- There have been break-ins through the back door.
- There have been a lot of break-ins here. (4)

- If something is wrong you don't know who to call now.
- People who don't live here come here to smoke up, etc.
- I had my blankets stolen.
- Lots of people who don't live here have keys to the front door.
- Lots of strangers come in.
- My mail box was forced open.
- I got hit over the head once.
- Too many unwelcome visitors.
- People come and sleep in the hallway. Not long ago the police picked up a guy in the hall. He died of pnuemonia in the police car, on the way to hospital.
- At one time a guy started a fire in here a couple of times, but he's dead now.

Tenants were then asked how they felt these problems could be handled. The following suggestions were made.

- Security people have to learn to be more careful and try to get to know the residents better.
- People in here are young enough to take care of the problem.
- Tenants should be encouraged not to leave the front door open.
- There should be a security number where we can get someone 24 hours a day.
- Security should visit at random times, not just when they're expected.
- Security should come more often. (6)
- Security should come more during the daytime.
- We can handle it ourselves.
- Fix the front door so it's more secure.

Miscellaneous Comments on Security

- The new dead bolts give a lot more security. (6)
- It was better when Dave Stokes took care of the security. (9)

  Dave Stokes was great.

  Dave Stokes came every night. You never see these new security people.

  He came around a lot and he knew everybody by name. He would ask you if anything was wrong.

  I think I liked it more when Dave Stokes came around to check up. She (his companion) didn't like it, because it invaded her privacy, but I did.

  It's not good security like when David Stokes was here. There's not the same sense of someone looking out for people when you've got a security firm.

  It's not as good as when Dave Stokes was around.

  You used to know who to call with Stokes.
- With a small project like this Cityhome needs to know all the people.

Regarding safety, 91% said they feel safe at home, 9% said they do not. The following responses come from that latter 9%.

- There's a lot of noise in the house, that makes me feel unsafe.
- I get nervous because of all the people coming and going in and out of the building. (2)
- I'm afraid of youth gangs.
- There was a murder recently, just down the street
- The tenants next door. (3)
- There are lots of fights in here sometimes, especially around cheque day. I have run-ins with the visitors then.
- I would feel a lot safer in a senior citizens' apartment.

4.11 Accessibility

12% of respondents answered 'yes' to the question, "Do you have problems getting into and out of your home?" The kinds of problems and possible solutions they listed were:

- A railing is needed by the front steps.

  Solution: Install a railing.

- We have problems with ice and snow in the winter. (4)

  Solution: Keep salt accessible.

- I'll be getting a wheelchair soon, then I'll have problems getting up the front steps.

  Solution: Make building wheelchair accessible.

- Trouble getting up and down steps and stairs because of bad legs and/or poor breathing. (4) (This particularly so when not living on first floor.)

  Solution: First floor apartments/rooms.

- Sometimes have trouble pushing through groups of drinkers in front yard.

  Solution: Perhaps there should be a Cityhome policy about drinking in the front yard.

Miscellaneous Problems

At this point in the tenant interview, respondents were asked , 'Are there any problems with your home that we haven't talked about so far?' This was to ensure that no concerns regarding the home had been overlooked. The following statements were made by the 29% of respondents who said there were further problems.

- My room is too small. (3)
- I need bars for getting in and out of the bathtub.
- People on second floor have too many visitors.
- Need to maintain building better.
- Poor heating system.(2)

- Cockroaches, ticks, fleas. Guy washes his birdcage in kitchen sink.
- Need a sitting room in the building.
- Should be a washroom on ground floor.
- Tenant below falls asleep with TV on.
- Not enough power outlets.
- Need carpet on basement stairs.
- Should insulate basement. (cold floors)
- Too many extra people in rooms. (Stokes controlled that.)
- Poor water pressure.(2)
- Front hallway cluttered up with things that belong to upstairs tenant. (Bikes, baby carriages, etc.)
- Kids playing on fire escape. It's dangerous.
- Smoke detectors too sensitive.(2)
- Need more garbage cans.
- They said they'd fix the electrical cord on my fridge months ago.
- There should be an intercom with the front door buzzer system. I have to walk two flights to answer door.
- Fix railings on back porch.
- Drinkers should not live in the same house as people who have to work.
- Poor lighting.
- Front and backyards need returfing.
- Need new carpet.
- No storage space.
- Kitchen floor needs fixing.

4.12 Social and Recreational Activities

At this point in the interview the focus shifted to tenant activities outside the building. To get a sense of where tenants spend their time in outside activities, they were first asked, 'Where do you go to meet people?' The responses are aggregated in Table 4.12.1.

TABLE 4.12.1 WHERE TENANTS GO TO MEET PEOPLE

Place	Number of times Mentioned
Winchester Hotel	20
Gerrard House	9
Doughnut Shop (Prospect and Parliament)	8
Parkway Tavern	7
My church	5
Christian Resource Centre	5
Good Neighbours' Club	5
Friendship Centre	3
Our Lady of Lourdes	3
Eaton Centre	2
Christian Community Centre	2
Tender Trap	2
St. Lukes	2
Doughnut Shop (Parliament and Gerrard)	2
Allan Gardens	2
Central Neighbourhood House	1
Flame Restaurant	1
85 Bleecker Street	1
Tasties	1
416 Dundas	1
Central Link	1
Canada House	1
The Western Restaurant	1
Addiction Research Foundation	1
Sip and Bite Restaurant	1
Guild Restaurant	1
Ben Wicks Restaurant	1
Diamond	1
Moss Park	1
Cabbagetown Tavern	1
Council Fires	1
Legion (King and Parliament)	1
Barber Shop (Parliament)	1

Table 4.12.1 indicates that commercial meeting places such as local hotels, doughnut shops and restaurants play an important role in tenants' social lives.

When asked where they go for recreational activities respondents answered as summarized in Table 4.12.2.

TABLE 4.12.2 WHERE TENANTS GO FOR RECREATIONAL ACTIVITIES

Activity	Number
Walking around city	28
Watching TV at home	8
Bingo at Knights of Columbus	5
Reading in public library	4
Reading at home	4
Trips to Toronto Islands (summer)	3
Trips to beaches (in summer)	3

4.13 Use of Social Services

TABLE 4.13.1 FOOD DONATION SERVICES USED BY TENANTS

Service	Number of times mentioned
o St. Peters.	30
o Our Lady of Lourdes.	9
o Stop 103.	5
o Scott Mission.	5
o 416 Dundas.	1
o Salvation Army (Dundas and Victoria)	1
o Drs. Hospital	1
o Christian Community Centre	1
o Christian Resource Centre	1

When asked about use of health care services, 65% of respondents said they use such services on a regular basis and named the services shown in Table 4.13.2.

TABLE 4.13.2 HEALTH SERVICES USED BY TENANTS

Place	Number of times mentioned
Wellesley Hospital	30
Own doctor	20
Raxlen Clinic	17
Donvale Clinic	6
St. Michael's Hospital	5
St. Jamestown Community Health Clinic	4
Toronto General Hospital	3
Central Hospital	2
St. Joseph's Hospital	1
Drs. Hospital	1
Clinic on Danforth Ave.	1

Only seven tenants said they use legal services, the services they mentioned are listed in Table 4.13.3

TABLE 4.13.3 LEGAL SERVICES USED BY TENANTS

Place	Number of times mentioned
Toronto City Hall	2
Downtown legal services	2
Central Neighbourhood House	1
Neighbourhood legal services	1
Tenant hotline	1

Also, very few tenants utilize services in finding employment. Only 12 respondents named methods they use in finding employment. Sevem of these said they use Canada Manpower, three said they read the newspaper job ads, one used the Parachute employment agency in Regent Park and one uses the Temporary Work agencies on Queen Street East.

(Other services used by tenants but not mentioned in Section 5 are: Neighbourhood Information Post and East End Literacy. The former for the Income Tax Clinic and the latter to improve reading skills.)

4.14 Tenants and the Neighbourhood

Respondents were asked, 'Are you satisfied with the houses next door to you?' To this question 73% answered 'yes'. Of the remaining 27%, 14 gave reasons for their dissatisfaction as follows:

- Too noisy. (4)
- Too many dogs. (2)
- Poorly maintained. (2)
- Fronts need fixing up.
- Construction noise.
- Too many parties.
- A lot of drunks.
- Foul language.
- Too much garbage.

Moving up to the next geographic level, tenants were asked if they are satisfied with the street. This elicited 67 'yeses'. Of the 33 who answered 'no' 27 gave the following reasons for their dissatisfaction with the street.

- There's too much traffic noise.(10)
- Too much drinking. (7)
- Too many rough elements across the street. (3)
- Too much panhandling. (2)
- Too many kids on the street.

- People get robbed.
- It's very dirty.
- It's a bit dull.
- Poor street lighting.

Tenants were next asked, 'Are you satisfied with your neighbourhood?' 79% answered 'yes'. The 21% that are dissatisfied gave the following reasons:

- Too much violence on the streets. (7)
- Too noisy. (4)
- Too many dogs. (2)
- Too polluted.
- People asking for money on the streets.
- Rough kids in the area.
- Too many drunks.
- It's being take over by the Yuppies.
- Too many people buying up houses and remodelling them.
- A lot of people don't like us Cityhome tenants because we're in non-profit housing.

Next tenants were asked, 'Do you feel welcome in your neighbourhood?' A resounding 91% answered 'yes'. When asked why they feel welcome they responded as indicated in Table 4.14.1.

TABLE 4.14.1 WHY TENANTS FEEL WELCOME IN THE NEIGHBOURHOOD

Reason	Number of times mentioned
Friendly people	28
I know a lot of people here	16
This area is my home	9
I feel safe	2

Further responses were:

- All us Maritimers in the area know each other.
- I'll meet ten people I know every time I'm out, just walking between Wellesley and Gerrard.
- I know a lot of people in the neighbourhood. I first came here from back east 35 years ago. I tried going back to Moncton five years ago but I don't know anyone back there now. Here I know lots of people.

The remaining 9% said they did not feel welcome for the following reasons:

- Too noisy. (4)
- Too much violence. (3)
- I don't feel safe.
- Bad attitude of rich towards Cityhome tenants.

When asked 'Would you like to see changes made to your neighbourhood?' tenants showed a tendency for preferring the neighbourhood to remain as it is currently, with only 29% wanting to see some kind of changes. The changes this 29% would like to see are listed in Table 4.14.2.

TABLE 4.14.2 NEIGHBOURHOOD CHANGES SOME TENANTS WOULD LIKE

Kind of change	Number of times mentioned
More police walking streets	9
Reduce dominance of St. Jamestown highrises	4
Improve the Winchester Hotel	3
Create more low cost housing	3
Slow down influx of rich people into area	2
Develop a decent park	2
Improve appearance of Cityhome housing	2
Develop a good recreation facility in the area	2
Better dog control	2
Keep drunks off street	2
More regular garbage pick up	1
Get prostitutes off the streets	1
Clean up Gerrard House	1
Reduce traffic levels	1
General clean up of area	1
Clean up youth gangs	1
Make the area safer	1

4.15 Desired Change to Unit

TABLE 4.15.1 KINDS OF MOVES 35 TENANTS WOULD LIKE TO MAKE

Move from	To	Number
Small room without kitchen	Larger without k.	1
Small room without kitchen	Larger room with k.	1
Room without kitchen	Room with kitchen	4
Room without kitchen	Self-contained apt.	17
Small room with kitchen	Larger room with k.	1
Room with kitchen	Self-contained apt.	6
2nd floor room without kitchen	Ground floor self-cont.	2
Bachelor apt.	One bedroom apt.	1
One two bedroom apt.	Two one bedroom apts.	1
2nd floor room without k.	Ground floor room no k.	1

4.16 Tenant Involvement in Provision of Services

Tenants were asked if they would like to be involved in the cleaning of their building. 55% answered 'yes' and that they would specifically like to be involved in the ways shown in Table 5.18.1.

TABLE 4.16.1 PREFERRED WAYS OF INVOLVEMENT IN CLEANING

Ways of Involvement	Number oftimes mentioned
General cleaning	28
Continuing to do some of the cleaning we do now	19
Light cleaning	7
Floors and washrooms	2
Ground floor only	1
Windows	1

Next they were asked if they would like to be involved in maintenance activities. 39% said 'yes' and elaborated on preferred types of involvement as shown in Table 4.16.2.

TABLE 4.16.2 PREFERRED WAYS OF INVOLVEMENT IN MAINTENANCE

Ways of involvement	Number of times mentioned
Light maintenance	16
Painting	7
Carpentry	4
Plumbing	4
Small jobs	5
Laying carpet	1
Electrical work	1
Fixing doors	1
Fixing screens	1

10% of tenant respondents said they would like to be involved in renovations activities as indicated in Table 4.16.3.

4.16.3 PREFERRED WAYS OF INVOLVEMENT IN RENOVATIONS

Ways of involvement	Number of times mentioned
Painting	3
Drywalling	3
Plumbing	2
Carpentry	2
Laying floors	1
Tiling	1

Finally when asked if they would like to have input into the development and design of Cityhome buildings, 64% said 'yes'. Most of the input was seen to be verbal input at meetings, but some were also keen to provide concrete task inputs also, as is shown in the comments below.

- By attending meetings. (34)
- By giving suggestions. (30)
- I could make building sketches.
- I could give input regarding the needs of families.
- I built a new home with my husband.
- I could give advice on apartment layouts.
- I was involved in the Greenwood development from the start.
- I helped to design 90 Shuter Street.
- I would push for recreation space in each of the buildings.
- I would insist that each unit have its own kitchen.
- I could give input about plumbing.

Miscellaneous Comments

As a 'catch-all' approach at the end of the interview, tenants were asked if they had further comments. The question elicited the following comments.

- People should clean up their food, it attracts cockroaches.
- There should be better cockroach control.
- The rooms are too small.(2)
- Should have an intercom at the front door.
- We need laundry facilities in the building.
- Places should be brighter - brighter lighting and brighter paint. That helps to brighten up people's lives.

- Cityhome should do a routine check up on everybody every four months or so, just to see how people are getting along.

- Houses should be painted more often.

- Wiring should be upgraded.

- I couldn't afford to live downtown without Cityhome.

- It's unfair that different rents are charged for the same room. (2)

- There should be a larger proportion of women in some of the houses so that women feel safer.

- Cityhome should work to develop some educational programs around tenants needs. For example, there could be programs on alcohol, drugs, proper nutrition, mental health. They could be run at local community halls two or three nights a week.

The miscellaneous comments largely repeat previously made statements, however, there are some new ones that should be taken very seriously. Among these are the statement that 'places should be brighter', that some of the houses should have 'a larger proportion of women so that women feel safer', that 'Cityhome should develop some educational programs based on tenant needs' and that 'different rents are charged for the same room'.

5.1 Business People - Interactions With Tenants

Business people were first asked what kinds of interactions they have with Cityhome rooming house tenants, they responded as follows:-

- Quite a few come in here. The City supplies them with white paint to paint their rooms and they get it tinted here. They buy other odds and ends too. They don't have much to spend. (hardware store)

- Some drink a little too much in here sometimes. (tavern)

- I'm not really sure who the Cityhome tenants are.

- They tend not to come in here.

- A lot come in here. Several of my staff are also Cityhome tenants. (doughnut shop)

- Very few come in here and perhaps have a coffee and soup. They're not big spenders. (restaurant)

- Several come in here as customers.

5.1.2 Business People - Views on the Nature of the South St. Jamestown Rooming House Project

When asked their views on the project, local business respondents answered as follows:

- I think it's a good idea. It's needed. We've had rooming houses and flats in the neighbourhood all my life. A lot of what are now single family dwellings used to be multi-occupancy 15 years ago. They're supplying a very necessary service.

- It's nice that the people don't have to go way out of town to get this kind of accommodation. That's exactly what a lot of seniors have had to do.

- The house next door is pretty noisy.

- Places like this are needed around here.

- They seem to provide for a need. I employ several of the tenants.

- I know of several of the houses along Winchester and one down by the beer store. They seem fine to me.

- It's a good idea to have this type of housing. I'm not too keen on how they've done up the front of those houses on Winchester though.

5.1.3 Business People - General Perceptions

When asked what they know of Cityhome housing in South St. Jamestown business respondents said:

- I get the impression that most of the tenants are not as well educated as most people in the area.

- Some of the younger tenants give their neighbours trouble. I know that's the case on Prospect Street, where there are a lot of parties and lots of noise.

- The older tenants seem okay, it's the younger ones that get rowdy.

- Well, I know there are some houses on Winchester and on Parliament. They seem fine to me.

- Some of the tenants can be a bit troublesome at times when they come in here. (Tavern)

- Well generally I think Cityhome does a good job, some of the houses are kept up beautifully, but I think Prospect Street is a real problem. I don't understand why their management has to wait so long before they take action. There's a family in their with pit bull terriers. Some people won't come and live on that street because of them. A couple of people have been bitten by those dogs.

- Sometimes the garbage out front of some of the houses is pretty bad.

- Cityhome introduces a particular aspect to the neighbourhood in that it is frequently catering to 'hard to house' people. Their maintenance levels are sometimes lower than those in the neighbourhood generally too.

- Some of the houses on Parliament and Carlton are fine examples of Victorian architecture and the City just can't spend the kind of money on buildings that private enterprise can.

A major concern expressed by two business respondents who are active members of the local Business Improvement Association was that they believe the row of Cityhome houses on Parliament Street tends to cut into what they see as an otherwise uninterrupted strip of retail shopping frontages. Their perception is that this interruption in street frontages decreases the potential of the retail strip as a dynamic, functioning whole. They expressed the view that, in order to encourage more window shopping and, therefore, a more vital street, it is essential to have land-use continuity. The consultants addressed this problem and it is taken up in section 5.1.3.1 below.

Their view overall is that the Parliament strip of retail shops constitutes a shopping area that is 'desperately in need of living up to the level of the residential area'.

5.1.3.1 The Potential Effect on the Retail Strip of 502 to 508 Parliament Street

In order to address the concern of the two business respondents who believe the four houses at 504 to 508 Parliament Street may be detrimental to the development of a dynamic retail strip along Parliament Street, the consultants examined the literature on the topic and discussed it with City of Toronto Department of Planning and Development staff who are directly involved in work with Business Improvement Areas and who, consequently, have a good grasp of the issues involved.

It was pointed out in these discussions that most of Toronto's successful retail strips have developed historically along east west axes. The reasons for this are unclear, but the likelihood is that this orientation was developed in response to the major commuter movements of Toronto's population as they moved back and forth along the axis, more or less determined by Lake Ontario.

This is not to say successful retail strips will not develop with a north-south orientations. There are some important exceptions, Yonge and Spadina are the major ones, with some recent retail developments taking place along parts of Church Street.

Most of Toronto's retail strips have building lines to the sidewalk, often with residential uses on their upper stories.
The fact that the houses at 504 to 508 Parliament Street are set well back from the sidewalk would detract from their potential for effective retail uses at grade. To bring their frontages out to the sidewalk would, of course, ruin their status as fine examples of Victorian architecture.

Much of the influential literature on built city form points to the advantages of mixed land use in terms of creating a vital city with active neighbourhoods. One classic work in this tradition is Jane Jacobs' Death and Life of Great American Cities
New York: Vintage (1961). Jacobs argues eloquently for mixed land uses at all scales. More recently Jan Gehl (1987) in Life Between Buildings New York, Van Nostrand uses data from cities around the world, including Toronto, to show how different land uses bring people together on streets and other open spaces.
William H. Whyte in his recent book (1988) City: Rediscovering the Centre New York, Doubleday, makes similar points.
Although there is not a strong case for residential uses at grade in shopping strips, it is a common occurrence.

In sum, it is unlikely that the houses at 504 to 508 Parliament Street detract from Parliament Street as a successful retail strip. Without a detailed marketing study, however, it is impossible to say exactly what effect the houses have - whether positive, negative or neutral.

5.1.4 Business People - Experience with Hiring Cityhome Tenants

In order to get some sense of the employment and community economic development possibilities we asked business respondents if they ever hired Cityhome tenants to work in their business.

Six of the eight had never hired Cityhome tenants and two had. One of those who had, a doughnut shop proprietor, expressed considerable satisfaction with the experience. The other, a building contractor, was ambivalent. He felt they did the job but were sometimes unreliable and required special considerations, i.e. tolerance regarding late arrival, absences, etc.

All told, four of the eight businesses do tend to hire local people to work for them.

5.1.5 Business People - Available Skills

Again in relation to community economic development possibilities, business people were asked if there was any shortage in the kinds of skills needed within their particular business. Four of the eight said 'yes', there is a shortage of skills. Skills in short supply, relevant to those four businesses were seen to be:

- People who have the ability to handle cash transactions.
- People who can simply get on with people and wait on tables, etc.
- There's a real shortage of people to do odd jobs, handymen.
- Cooks, waiters, waitresses.
- People who can add and subtract.
- People who are reliable enough to turn up for their work shifts.

Given that most of the respondents are small business operators it is not surprising that the skills listed are all in the service industry. What may be surprising, however, is that most of the skills are relatively easy to acquire and, given the caution that it may be no great step forward to move from unemployment to underpaid work, there may well be some realistic opportunities for skills training in these areas that would be appropriate for Cityhome tenants.

5.1.6 Business People - Interest in Community Economic Development Initiatives

Business respondents were asked if they would be interested in being involved in community economic development initiatives with community agencies and Cityhome South St. Jamestown tenants.
Six of the eight said they would be interested in being involved.

5.2 Involved People

These six interviewees have a wide variety of past and present relationships with Cityhome as follows:-

- Property manager, rooming house manager.
- Project manager, involved with rooming house tenants through a voluntary sector initiative. The Rooming House Tenant Project, sponsored by the Christian Resource Centre.
- Through tenant work with Neighbourhood Legal Services, through the Winchester School Community Council, as a local alderman in the ward incorporating South St. Jamestown.
- Through close involvement with the action in 1970 to prevent massive highrise development in the area.
- Involved in assessment and acquisition of original Cityhome rooming house properties.

Current levels of involvement are:

- Giving input to management on the rooming house project.
- Work with property managers on tenant problems.
- Cityhome Board member, City Councillor for area incorporating rooming house project.
- Coordinating studies of rooming house project.

When the involved person respondents were asked what they see as the major goals of the project they answered as follows:-

- To provide permanent housing for low income people in the kind of building forms that allow them to live comfortably and build a comunity and to provide a base from which to relate to the larger community.
- To ensure proper building maintenance.
- To provide an alternative to private sector rooming houses.
- To provide secure, well-maintained, affordable housing for a sector of the population that can not compete for housing in the private market.

- To ensure that the City of Toronto does not lose ownership of the current South St. Jamestown project housing stock.
- To maintain the current level of rooming house stock and to increase it if possible.
- To develop an appropriate mix of singles and family housing.

When respondents were asked if they felt the project was reaching these goals two said 'yes', two said 'no' and two were undecided.

The two that said 'no', explained as follows:-

- We're just providing band-aid solutions to some major problems. There are lots of social issues to be dealt with as well as building maintenance issues.
- The level of maintenance is not as high as it should be, particularly given that many of the houses are quite old.

The two who were undecided said:-

- We don't recognize that the problems of people living in rooms are much different to those living in apartments.
- There is a need to restructure the decision-making process around competing management issues to allow for greater tenant participation.
- There is a need to enhance tenant housing expectations so that they can suggest and assist in the redevelopment of better quality of life spaces and amenities.

When asked if people ever approach them regarding problems with the South St. Jamestown housing project, four of the six respondents said 'yes'. The kinds of problems they are approached about are:-

- Sometimes it's somebody complaining about some behaviour problem of one or more of the tenants. This comes from other tenants or from people in the wider community.
- Sometimes I get complaints about garbage being left outside the buildings.
- It's usually to do with tenants' frustration at the lack of information, or because of misinformation and with being at the receiving end of Cityhome decisions.

- The most frequent problems I'm approached about are to do with complaints about neighbours, cleaning and maintenance problems.

- The only problems I hear about are related to Cityhome never having the money to do it right. But I've never heard tenants saying they feel they're badly treated.

When asked what vision they had for the future of the South St. Jamestown project respondents said:

- There's a tendency for management to see South St. Jamestown negatively. The project should be seen as a real alternative, as a real neighbourhood. This negative approach should be turned into a positive approach where management and tenants work closely together to achieve a real neighbourhood feeling.

- Create a community development process that allows tenant representatives and management to come to the table as full partners to discuss changes. Such a process should drive the rehabilitation plan, the maintenance plan and the financial plan.

- We should maintain the houses, look at ways of solving the various problems - real and perceived, look at ways in which we can create more housing.

- Work to develop a stronger sense of community.

- To act as an important way of preserving some important historical housing.

- The project should carry on and hold its own. We can not afford to give up any of the affordable housing we currently have.

Further Comments

Further comments from involved people included.

- A major problem has been relations with private house owners. As the number of private house owners increases then the problems increase. There seems to be an increasing dominance of private house owners who want to make it into an exclusive neighbourhood.

- There are really fewer problems there (in the South St. Jamestown Rooming House Project) than many people think. The majority of tenants live there without any problems. There will always be tensions because land costs are high there.

6. Community Agencies

6.1 Agency Services used by Rooming House Residents

These respondents were first asked what kinds of services provided by their agency are used by Cityhome rooming house tenants, Table 6.1.1 shows the results.

TABLE 6.1.1 SERVICES USED BY TENANTS BY AGENCY

Agency	Service Used
CENTRAL NEIGHBOURHOOD HOUSE (Home Support)	home making, laundry, shopping, meals, income needs, friendly visiting.
CENTRAL NEIGHBOURHOOD HOUSE (Ontario Street)	weekend drop-in, daily drop-in, Parliament St., income tax, informal drop-in lobby, Ontario Street.
CENTRAL LINK	psych. hospital discharge follow-up link with other agencies, monitor medication, deal with psych. crises
CHRISTIAN COMMUNITY CENTRE	Tues. and Thurs. night discussion groups, afternoon drop-in, life skills, use of gymnasium, videos.
CHRISTIAN RESOURCE CENTRE	food program, Roomers' Association, referral service, assistance with day-to-day living problems, summer camp, drop-in, advocacy.
COUNCIL FIRES	advocacy for natives, counselling, referrals, housing, literacy, food, clothing.
DIXON HALL	housing support program, Dixon Hall Housing Advisory Council, computer skills, legal aid.
EAST END LITERACY	Literacy tutoring
85 BLEECKER STREET COFFEE CLUB	roomers used to use it more, but prefer the doughnut shops, the facilities here are poor

Agency	Service Used
416 DUNDAS STREET EAST	advocacy services, food bank and meals, health clinic, referral service.
FRIENDSHIP CENTRE	card games, billiards, video movies
GOOD NEIGHBOURS' CLUB	drop-in, billiards, bingo, cold lunch 6 day, hot lunch Sundays, income tax, mailing address (Have to be 50 or over)
NEIGHBOURHOOD INFORMATION POST	information and referral services, advocacy with Cityhome, Welfare, OHIP, etc.,mailing address
NEIGHBOURHOOD LEGAL SERVICES	legal representation, legal education, community organizing, tenant rights, immigration information
OUR LADY OF LOURDES	friendly visiting, food vouchers
ST. PETER'S	food, clothing, TTC tokens
STREET HEALTH	first aid, health care, documentation, advocacy work in health care system, escort service to health care institutions.

6.2 Other Services Provided that Could be Used by Cityhome Roomers

Agency respondents were then asked what other services were currently provided by them that could also be used by Cityhome tenants, Table 6.2.1 shows the responses.

TABLE 6.2.1 OTHER SERVICES PROVIDED BY AGENCIES

Agency	Services provided
CENTRAL NEIGHBOURHOOD HOUSE (Home Support)	Friday stroke club
CENTRAL NEIGHBOURHOOD HOUSE (Ontario Street)	advocacy, referrals
CENTRAL LINK	life skills
CHRISTIAN COMMUNITY CENTRE	all are used by them
CHRISTIAN RESOURCE CENTRE	probation outreach worker
COUNCIL FIRES	tenant relations
DIXON HALL	housing support services are available to non-Dixon Hall people
FRIENDSHIP CENTRE	food, clothing, furniture
GOOD NEIGHBOURS' CLUB	all are used by them
NEIGHBOURHOOD INFORMATION POST	day care registry, case management, coordination,
OUR LADY OF LOURDES	second hand furniture, cards, bingo, rummage sale
STREET HEALTH	a place to drop by and talk, where people are listened to

6.3 Gaps in Services Identified by Agency Personnel

The responses listed below indicate the gaps in social and community services identified by agency respondents.

- Informal child care arrangements so that tenants can attend classes, etc.
- More recreation programs. (2)
- Better access to health services. (3)

- More available jobs.(2)
- A need for emergency services.
- Need for a shopping service.
- An increased awareness of the services that are already here.
- Better access to legal information.
- Case management service.
- Tenant organizing.
- Human supports to tenants in their homes. (This could be most effectively be supplied by staff of a local agency, with Cityhome funding.) (5)
- A need for meeting spaces.(2)
- Laundry services.
- Better maintenance.
- More inexpensive housing. (Limited income of many makes it impossible for them to afford any but the most basic accommodation.)
- Mental health services.

6.3.1 Gaps agencies would fill if funding were no obstacle

Agency respondents were asked which gaps their agency would fill if the necessary funding were no obstacle. The results are shown in Table 6.3.1.1.

TABLE 6.3.1.1 GAPS AGENCIES WOULD FILL IF FUNDING WERE NO OBSTACLE

Agency	Service
CENTRAL LINK	develop more awareness about our services
CENTRAL NEIGHBOURHOOD HOUSE (Ontario St.)	social network, community economic development projects
CENTRAL NEIGHBOURHOOD HOUSE(Home Support)	set up a lock-coded system for access to Cityhome apartments and rooms
CHRISTIAN RESOURCE CENTRE	outreach human support-facilitative management person, legal information and outreach, tenant organizing
CHRISTIAN COMMUNITY CENTRE	housing support worker
COUNCIL FIRES	employment projects
DIXON HALL	mental health services, furniture for rooms
GOOD NEIGHBOURS' CLUB	provision of low cost housing
NEIGHBOURHOOD INFORMATION POST	support to local economic initiatives and self-help initiatives
STREET HEALTH	health education programs

6.4 Does Your Agency Ever Work together with Other Agencies to Deal with Problems?

In the interest of gauging the level of cooperation amongst the different agencies, respondents were asked if their agency worked with other agencies to deal with problems. To this question 10 of the agencies answered 'yes' and gave examples of working together with other agencies as shown in Table 6.4.1.

TABLE 6.4.1 AGENCIES THAT WORK WITH OTHER AGENCIES

Agency	Other agencies worked with
CENTRAL NEIGHBOURHOOD HOUSE (Ontario Street)	Christian Resource Centre, Dixon Hall, Parks and Recreation, All Saints Church, Street Health, Regent Park Health Centre
CENTRAL LINK	Sistering, Seaton House, Dixon Hall, Habitat, MTHA
CHRISTIAN RESOURCE CENTRE	Ecuhome, Christian Community Centre, Open Door, Dixon Hall, Houses Opening Today
COUNCIL FIRES	Parachute, Good Shepherd Refuge, Central Neighbourhood House, 416 Dundas St.
DIXON HALL	Neighbourhood Legal Services
FRIENDSHIP CENTRE	Street Health, Food Share, Daily Bread, Mid Toronto, Dixon Hall, Neighbourhood Information Post, Central Link
GOOD NEIGHBOURS' CLUB	Centre de Pionniers, Central Neighbourhood House, Dixon Hall, Family Service Association, Mid Toronto,
NEIGHBOURHOOD LEGAL SERVICES	Neighbourhood Information Post, Metro Tenants' Association
NEIGHBOURHOOD INFORMATION POST	519 Church Street, Society of Sharing, Riverdale Immigrant Women's Centre
STREET HEALTH	Dixon Hall, local hospitals

The agencies mentioned most frequently by respondents as agencies worked with are Dixon Hall (6 times), Neighbourhood Information Post (twice), Central Neighbourhood House (twice), Street Health (twice), and Mid Toronto Services (twice). All others are mentioned once.

6.5 Community Development

When asked if their agency is currently involved in community development activities, 12 respondents representing agencies said 'yes'. When asked to elaborate on these activities they answered as shown below in Table 6.5.1.

TABLE 6.5.1 AGENCY INVOLVEMENT IN COMMUNITY DEVELOPMENT

Agency	Community Development Activity
CENTRAL LINK	staff involvement with various community boards
CENTRAL NEIGHBOURHOOD HOUSE	with homeless and powerless, the stroke club
CHRISTIAN RESOURCE CENTRE	projects with roomers, developing a stronger sense of community
COUNCIL FIRES	work with families
DIXON HALL	involvement in development of long-term housing initiatives
FRIENDSHIP CENTRE	through involvement in Street Health and AIDS and first aid classes
GOOD NEIGHBOURS' CLUB	a committee of six members who meet with staff and have input into the ways the club should be run
NEIGHBOURHOOD LEGAL CENTRE	in terms of encouraging tenants to stand up for their rights
NEIGHBOURHOOD INFORMATION POST	through branch office in St. James-town, work with MTHA tenants
STREET HEALTH	in AIDS work

6.6 Community Economic Development

When asked if they are currently involved in community economic development projects only one agency, Christian Resource Centre, said they are. However, most agencies said they would be interested in becoming involved in the creation or support of community economic development initiatives that would utilize the skills of Cityhome rooming house tenants. This is further discussed in Section 8.

6.7 Skills Training

When asked if they felt their agency would be interested in being involved in skills training projects aimed at Cityhome South St. Jamestown residents, 12 of the agency respondents answered 'yes'. This is further discussed in Section 8.

6.8 Agency Views on Cityhome's South St. Jamestown Project

Agency personnel respondents were asked several questions regarding their views on the South St. Jamestown project.
First they were asked if they felt the housing provides for a valid need in the area. All 20 respondents said they felt it does, for the following reasons:

- Because there are few other rooms in the area and their calibre is poor.
- A lot of the people don't want to move out of the area. This area is their home. Many just couldn't go and live out in the suburbs. Their friends are here.
- There needs to be downtown housing for disadvantaged people. It is also important to have different classes living in the same neighbourhood.
- Low income people have a right to live downtown.
- Most of the South St. Jamestown housing is good. But some are paying far too much for what they are getting. Some pay high rents for very small rooms where they have to share the bathroom and kitchen.
- People have to have some place to live and it's much better than some of the privately owned rooming houses.
- These rooming houses provide a very important contribution to low income housing in the community.

- The diversification of housing serving people from different social backgrounds makes it a healthy neighbourhood.
- It's important that these houses be kept in perpetuity.
- This housing is a good alternative to the streets.
- Many of the tenants in this housing were the original inhabitants of Cabbagetown.
- The housing provides a much needed mix in the area.
- It provides much needed affordable housing at an appropriate density and scale. It gives the conditions where people can live in dignity. It fits the tenants' needs.
- Because there are not enough 'Habitat' kinds of accommodation and some of our clients are able to live more independently than they can in 'Habitat' housing.
- They provide much needed, affordable housing.
- The scale of the housing makes people feel comfortable and at home.
- Because of the overall shortage of affordable housing.
- Because it gives many people a base to start from. It gives them a sense of community, stability, belonging.

Several respondents added the proviso that there needed to be more support services provided to the tenants. Three of these said Cityhome should work closely with local agencies to provide the much-needed support services.

6.9 Is There a Need for More of this Type of Housing?

Agency respondents were then asked if they felt there was a need for more of this type of housing. All 20 respondents said 'yes'.

They were asked to say why they felt this was so. They answered as follows:-

- Because of the shortage of housing of this kind. (9)
- People need housing and they can't all live at Jane and Finch.

- People need adequate downtown housing.
- People certainly need more housing, but I'd prefer to see more bachelor and one bedroom apartments.
- There are an awful lot of people living on the streets.
- I think there are many who prefer a room to an apartment. Such living arrangements can work against isolation if there's lots of mutual support.
- Because there's a real problem with paying the rents in the private market.
- The human scale allows for more companionship as compared to high rise living.
- There are too many displaced people on the streets.

6.10 What are the positive aspects of the South St. Jamestown housing?

Respondents were asked what they thought the positive aspects of the housing are, they answered:

- They offer a sense of stability and community. A good base from which to start building your life.
- There's a sense of community and people feel safe.
- Cityhome is more about the people than the money. They will tolerate people with problems.
- The housing is being preserved and they're upgrading it. This gives the tenants a sense of dignity.
- People's housing needs are being met. (2)
- This housing makes it possible to take people from the street and give them some hope. It gives them an address so that they are able to receive benefits. It gives them somewhere to 'come home' to. It also gives them an opportunity to acquire a few material things such as a radio and TV.
- They are well-maintained, well run. Compared to some of the private rooming house stock it's great.
- It provides publicly-owned affordable housing to the community. It gives people a place to live.

- That it's been kept for so long.
- It's good for the community to have a mix of social groups.
- It provides inexpensive housing for very low income people and it's downtown. (2)
- It provides good accommodation with controlled maintenance and rents.
- I don't hear any complaints about Cityhome. And the guys around here are very vocal. If they've got something to complain about I hear it.

6.11 What are the Negative Aspects?

When asked what they felt the negative aspects were, respondents replied as follows:-

- Cityhome tends to be too bureaucratic. (4)
- I think you've often got inappropriate people in rooming houses.
- Having to share a kitchen and bathroom.
- Lack of laundry facilities.
- Lack of effort to bring people together. There are few, if any, social supports provided.
- Maintenance is often poor.
- There's a lack of space in the houses for people to get together.
- Rents are too high.
- Other people tend to label those living in Cityhome housing.
- A lot of the tenants are very isolated. There's no outside input into the lives of such people. A lot of them feel that Cityhome doesn't 'care' about them.
- There's a lack of a sense of 'ownership' amongst the tenants.

Finally, agency respondents were asked if they had further comments, those that did said:

- It's very important the City make sure that the rooming houses are kept.
- The City should buy more housing of this type.
- There's a need to develop more tolerance among the non-Cityhome community.
- There's a need to call community leaders together to help develop some community-based policies around the housing.
- The fact that this study is being done, a study that involves talking to tenants and community agency people, is a positive sign. (2)
- There is a real need for more low rental housing.
- There should be more active encouragement for people to get involved in gardening. Gardens really help people to build a sense of community.
- Don't sell the houses!
- There needs to be more direct contact with the tenants. It could be done through community development and community economic development approaches. We'd like to be involved.
- More recreation opportunities should be made readily available to Cityhome tenants. There are lots of underused recreation spaces in St. Jamestown. Perhaps there's a way of bringing the two together.
- I would like to see women housed in Cityhome houses matched up with a 'house mother'.

7. ARCHITECTURAL STUDY

7.1 Problems Identified and Proposed Solutions

Table 7.1.1 lists problems that were identified in tenant interviews and these are matched up with proposed solutions.

TABLE 7.1.1 PROBLEMS IDENTIFIED IN TENANT INTERVIEWS WITH SUGGESTED SOLUTIONS

Problem	Solution	Comments
Facilities		
No bath on my floor	Separate bath/shower from W.C. basin	Redesign existing to split
No W.C. on my floor	One W.C. on each floor	Less circulation, less noise
No kitchen on my floor	Two stoves in each kitchen	Most people eat in rooms
	Two counter areas in larger units	Less need for table
Poor water pressure	Increase pipe size	
No intercom		Buzzers are too loud, can hear neighbours
Storage in bath, kitchens, general	Small lockers, lock bar fridge, basement lockers	Outdoor sheds for bicycles
No ventilation in bathrooms, kitchens	Install electrically operated vents	Windows are left open if no vent
Appliances won't work	Fix and/or replace	Too many users for too few appliances
Inadequate electrical system	Increase service, new wiring	

Problem	Solution	Comments
Water temperature difficult to control	Lower setting, install balancing faucet	Will reduce energy costs, and scalding risks
No laundry facilities	Utilize basements, install in larger kitchens	Possibly a tenant-run laundry in a Cityhome building?
No common space	Reduce room numbers, enclose porches, enlarge vestibule	Will this really work?
Inadequate handrails	Install bathtub rails, check all stairs	Particularly important for elderly and infirm
Poor lighting	Increase bulbs from 60 watt to 75 or 100, rewire, increase service	Install lights on wall so easy to change. Valance lights in kitchens.
Rooms too small	Move people, increase size where possible	Fewer rooms? Change colour scheme.
Accessibility		
Old and infirm people having to climb stairs	Move elderly/infirm to ground floor that has facilities	Handicapped hardware, ramp access for wheelchairs
Poor maintenance or lack of care puts people off using facilities		More privacy increases pride of place
Too many people using kitchens and bathrooms	Increase number of facilities, reduce rooms in some houses	Organize houses by floor into family groupings, 3-5?

Problem	Solution	Comments
Difficulty in knowing whether or not bathroom is occupied	Install sliding signs 'Vacant -Occupied'	
Access to water	Install sinks in rooms, separate sink from bath and/or shower	
Wheelchair access	Ramps to main floor, to basement if high enough, place handicapped people on main floor	
Maintenance		
Inadequate hot water supply	Increase tank size, check temperature setting	
Loose windows	Change to aluminum or wood-clad windows, carry out caulking, install storm windows	Aluminum can be too institutional
Broken screens	Repair, check frame detailing	
Hardware - taps, etc.	Change to lever type for elderly/infirm	
Leaking taps	Change to washerless type	
Painting	Apply solid stains to	More colours new woods
(it doesn't inside and out		
	peel)	Each building should have a colour scheme
Roofing		Colour is important keep slates if there
Wiring	Increase service, more outlets	

Problem	Solution	Comments
Light bulbs	Increase wattage, clean shades	Better light levels increase sense of security
	Mount new lights lower so people can change them more easily	Consider fluorescent with colour corrected bulbs and lens
Flooring	Install tiles	Consider sheet flooring
Termites		Look into now!
Woodwork	Proper detailing will increase lifespan	Pressure treated wood solid stain colours
Landscaping	Choose appropriate materials	Improves house as 'neighbour'
	Develop definition of property	Gravel is spread over walkways, people twist ankles, vandalism encouraged
Holes in walls	Install more solid finish in public areas, wood panelling can be refinished, plaster and metal lathe versus drywall	
Cleaning		
Rough surface in hallways	Remove rough stucco	It's dirty and dangerous, poor light reflector makes shadow
Dark floors	Use medium colours for finishes in public areas	Will reflect what little light available

Problem	Solution	Comments
Pests: cockroaches, mice	Install seamless floors, turned up at base, check openings in walls, vents, grills	will be a cleaner detail
Poor access to cleaning equipment	Provide storage room in basement that is accessible to tenant, build garden sheds for snow shovels and gardening equipment Lockers for supplies in bathrooms and kitchens	
Poor access to windows	Install sealed units instead of storm windows	Can casement window awning be cleaned by tenants? Storms if mean ladder access are more labourious
Wooden floors	Apply urethane finish	
12x12 vinyl tile floors	Replace with sheet flooring	Tiles require much work but easily replaced sheet flooring is seamless
Carpeted floors	Replace with carpet tiles	Can be switched around as they wear unevenly
Difficulty of cleaning between 'fridge and stove in kitchens	Replace with drop in type or range with curb over counter	Reduce cockroaches
Garbage at front of house	Build small garbage storage shed at side/ front of house, provide more garbage cans	Important for good neighbour image

Problem	Solution	Comments
Noise		
Unit to Unit	Install acoustically designed walls, floors ceilings, install carpet with underpad, weatherstrip all unit doors	
Entrance doors	Check hardware, especially closers, provide softer surface for floor, install solid core doors to units	
Noisy floors and stairs	Glue and screw new wood, nail and set old floors	
Noisy door buzzers	Change to bell chimes, lower volume	
Security/privacy		
Mail slot	Install boxes, block mail slots	
Shared facilities create privacy problems and security problems	Increase number of facilities, reduce number of people, kitchen cupboards should be separated and locked	
Noisy window latches	Improve hardware	
Need for more sound privacy	Install acoustically designed walls and doors, weather strip interior doors	
Main entrance doors left open, also fire access	Check door closers	Generally left open for escape ventilation, need to ventilate some other way, e.g. mechanically, window vent in fire doors?

Problem	Solution	Comments
Poor access to security	Install hall phone with direct line to security	
Too may people have keys	Change to card access	
Inconvenience of buzzer	Install intercoms	Particularly helpful for people on upper levels
Street noise	Transfer noise sensitive to quieter street, landscape to soften noise, install heavier window glass	
Poor street lighting	Work with City Depts. to provide more appropriate lighting	

TABLE 7.2.1 DESIGN GUIDELINES FOR USAGE COMPONENTS AND SYSTEMS

Use, Component,System	Proposal	Comments
Main floor entrance vestibule	100 watt bulbs	More security, brighter image
	Brighter paint colour	Improve image
	Install intercom	Important for 2nd and 3rd floor
	Install ceramic tile	Sturdy, washable, concrete base for noise reduction
	Hard plaster/lath walls, washable paint, wood panelling	
Main floor hallways	100 watt bulbs, easy to change lamps, for tall ceiling hang fixture or mount at seven feet	Provides easy tenant access
	Brighter paint colours, medium colours on floor, carpet tile, hard plaster/lathe for walls, washable paint, ceiling highly reflective colours	Brighter space
	Clearly numbered room doors, name plates	
Common kitchens	Add more counter space	Especially if 3-4 people use
	Add more stoves	Drop in type, cleaner side detail Some kitchens very large with many vying for counter space

Use, Component, System	Proposal	Comments
Common kitchens (cont.)		
	Plain colours instead of fake wood counters and doors	Brighter, more cheerful atmosphere
	Above counter receptacles	
	Personal cupboards with lock for plates and cutlery	
	Valance lighting to light work surface	4' fluorescent
	Install seamless sheet floors with turn up at base for clean detail, use medium colour pattern	
	Light colour on walls to reflect light	
	Light colour on ceilings	
	Mechanical ventilation over stove, on timer to run after stove is off	
	Individual, locked 'fridges?	Would reduce crowding in small rooms
	No vinyl padded furniture, use wood, bent plywood	
	Windows in doors	Allows view and light, encourages closing, which reduces noise transmission

Use, Component, System	Proposal	Comments
Common bathrooms	Split bathrooms into (i) shower/bath and basin, (ii) toilet and sink	
	Seamless flooring, turned up, light colouring, to show up dirt	
	Walls in heavy, washable paint	
	Ceilings, light colours	
	Bath/shower, seamless plastic laminate, post-formed to shape of enclosure	
	Ventilation, separate switch from light, quiet fan	
	Doors, solid core metal	Gives maximum privacy
	Exterior walls, install good quality, thick vapour barrier and insulation	
	Separate shower from standard bath to reduce the use of curtain against wall	
	Install handicap rails and hardware	
	Install wing-type faucets for elderly and infirm	
	Install elongated toilet bowl	Reduces splashing
	Install lighting at mirror and near shower/bath	

Use, Component, System	Proposal	Comments
Rooms	Acoustical treatment to all walls, ceilings and floor	
	Install underpadding if carpet used	
	Solid core door with sound detailing and threshold gaps	
	Solid hardware and dead bolt	For security
	Light switch should be connected to receptacle for balance of light when entering room	Nicer feeling
Basement	Minimum 7'0" ceiling height required	
	Good location for laundry room	Close to drain and plumb ventilation
		Accessible to all
	Additional units	Self-contained, adequate windows
	Install storage lockers	One per unit
	Common equipment storage	Exterior entrance
Walls throughout	Acoustical treatment (Especially for: - entrances - vestibules - hallways - rooms - between rooms - between facilities and rooms)	Sound attenuating blankets, staggered studs resilient channels, caulking to gaps and framing, bumpers on door frames, adjust closers to soften slamming

Use, Component, System	Proposal	Comments
Staircases	Secure all framing to reduce squeaks	Install sound attenuation blankets where possible and appropriate
	Increase lighting	
	Carpet stairs	Helps relieve noise problems
	Install easy-to-grip handrail	
Exterior	Three colours	Improves image and will blend with neighbourhood improvements
	Repair woodwork	
	Reduce use of aluminium	
	Use solid stains not paint	
	Restore woodwork to original historic detail where applicable	
	Establish and strengthen individuality of each building or row of buildings	
	Number houses clearly	
	Use brighter colours on north sides	They tend to be duller

Use, Component, System	Proposal	Comments
Windows	Use two colours	Special colours prefinished would be economical
	Install thermopane	Sliders wear better
		Casements are easier to clean
Electrical system	Install more receptacles	
	Increase services as required	
	Increase lighting levels in public areas	
Plumbing	Increase service	
	Improve fixtures	Use washerless taps
	Install more showers, baths, sinks	
	Install balancing-type faucets for showers	Easily adjusted for elderly or infirm
		Push/pull is safer
Landscaping	Define properties	Promotes ownership feeling
	Design must reflect compass orientation, street type, building design, access	
	Use plant material that is appropriate regarding light, shade, uses, site available Create space for privacy and as sound buffer	

TABLE 7.1.3 SUGGESTED PHYSICAL ALTERATIONS BY BUILDING

Address	Item	Comments	Cost
11 1/2 Aberdeen	Laundry	Install laundry in basement	$3500
	Unit 5	Convert to split washroom	$6000
30 Aberdeen	Laundry	Install laundry in basement	$3500
	Bath	Split washrooom	$6000
	Kitchen	Add kitchen to second floor	$13000
220 Carlton	Kitchen	Install common kitchen on 2nd floor	$13000
	Laundry	Install laundry in basement	$3500
	Washroom	Convert washroom into common washrooms, split on 2nd floor and 3rd floor	$12000
222 Carlton	Kitchens	Convert units to common kitchen on 1st and 2nd floor	$26000
	Laundry	Install laundry in basement	$3500

230 Carlton	Laundry	Install laundry in basement	$3500
	Washroom	Convert private w.c. into common w.c. on 1st floor	$6000
	Units 1,6,7	Install kitchenettes in units	$21000
232 Carlton	Laundry	Install laundry in basement	$3500
	Kitchen	Convert unit 9 to common kitchen	$13000
	Units 1,2	Install kitchenettes	$14000
	Washroom	Split both 2nd and 3rd floor washrooms to bath/toilet	$12000
234 Carlton	Common kitchen	Convert unit 6 into common kitchen	$13000
	Convert w.c. to common w.c. for both 2nd and 3rd floor		$12000

236 Carlton	Kitchen	Convert units 8 and 10 to common kitchens on 2nd and 3rd floors	$26000
504 Parliament	Washrooms	Convert unit 5 to common split w.c.	$6000
		Convert unit 9 to common kitchen and toilet in combination with existing w.c.	$13000
506 Parliament	1st floor	Install kitchenettes in units 2,3	$12000
	2nd floor	Convert unit 5 into common kitchen	$13000
	3rd floor	Convert unit 9 to common kitchen	$13000

508 Parliament	Basement	Convert to 2 self-contained units	
		Add kitchen to unit 2	$7000
		Add bathroom to unit 1 which has a kitchen	$6000
	1st Floor	Convert units 4 and 5 into self-contained units	
	2nd floor	Split washroom and bath	$6000
		Add sink counter and stove in existing common kitchen	$6500
	3rd floor	Split washroom and bath	$6000
		Add sink counter and stove in existing common kitchen	$6500
544 Parliament	1st floor	Convert units 1 and 2 into self-contained	
	3rd floor	Install toilet and sink in large kitchen	$6000

536 Parliament	1st floor	Install w.c. in unit 1 with existing kitchen	$6000
	3rd floor	Convert private kitchen into common kitchen unit 6	$13000
		Convert private kitchen into common bath/toilet	$6000
536 1/2 Parliament .	3rd floor	Convert units 5 and 6 into one self-contained unit	
13 Winchester	2nd floor	Convert unit 4 to washroom	$6000
15 Winchester	Convert units 4 and 5 into one self-contained unit		
17 Winchester	1st floor	Convert unit 2 into common kitchen	$13000
	2nd floor	Split washroom	$6000
	3rd floor	Split washroom	$6000

19 Winchester	1st floor	Convert unit 3 to common kitchen	$13000
	2nd floor	Split washroom	$6000
	3rd floor	Split washroom	$6000
245 Wellesley	Laundry	Install in basement	$3500
	1st floor	Remove unit 1 and enlarge unit 2	
	2nd floor	Remove unit 5, connect to another room	
255 Wellesley	1st floor	Convert units 1 and 2 to small apartment, install kitchen and bath	$20000
	Laundry	Install in basement	$3500
257 Wellesley	1st floor	Convert units 1 and 2 to small apt. with kitchen and bath	$20000
	2nd floor	Remove unit 4, convert to another room	
	3rd floor	Connect unit 9 to unit 10 for larger apt. with kitchenette	

271 Wellesley	Laundry	Install laundry in basement	$3500
	3rd floor	Connect unit 10 to unit 9 for larger apt. with kitchen	$13000
265 Wellesley	Laundry	Install in basement	$3500
267 Wellesley	Laundry	Install in basement	$3500
269 Wellesley	Laundry	Install in basement	$3500
	1st floor	Add kitchenettes to units 1 and 2	$6000
	3rd floor	Connect unit 8 with unit 9 with kitchenette	$7000
277 Wellesley	3rd floor	Connect kitchen for plumbing	
279-83 Wellesley	Laundry	Install laundry in basement	$3500

8. COMMUNITY ECONOMIC DEVELOPMENT

8.1 Occupational Skills of Tenants Interviewed

TABLE 8.1.1 TENANT INTERVIEWEES' WORK SKILLS

Skill named	Number of times mentioned
Acting	2
Aircraft mechanics	1
Assembly	1
Baker	1
Bartender	1
Book binding	1
Bricklaying	2
Cable layer	1
Carpentry	7
Cashier	2
Cleaning	3
Clerical	7
Commercial artist	1
Community worker	1
Computing	1
Construction work	8
Cook	4
Dishwashing	3
Drafting	1
Drycleaning	1
Electronics	1
Engineer	1
Factory work	3
Farming	1
Fitting	1
Hair stylist	1
Handyman	2
Health care aid	1
Heavy machinery operating	3
High rigger	1
Housework	3
Instructor in mechanics	1
Kitchen help	2
Labouring	9
Librarian	1
Lighting consultant	1
Longshoreman	1
Machine operator	3
Maintenance	6
Marketing surveys	1
Mining	3

Skill named	Number of times mentioned
Mink skinner	1
Neon light installation	1
Overhead crane operator	1
Painting	2
Photography	2
Piano teacher	1
Plastic moldings	1
Plumbing	1
Police work	1
Punch press operator	2
Recreation work	1
Registered Nurse	1
Sales	1
Seaman	2
Security work	1
Sewing machine operator	1
Shelter management	1
Shipping clerk	4
Steelworker	1
Taxi driving	1
Truck driving	8
Waitress/waiter	5
Welder	1
Welding	1
Window cleaning	1
Word processing	1

TABLE 8.1.2 KINDS OF WORK ENJOYED BY TENANTS

Kind of Work	Number of times mentioned
Acting	1
Assembly	2
Bartending	1
Carpentry	3
Cleaning	7
Clerical	2
Community work	1
Computers	2
Construction	3
Cooking	2
Crafts	1
Dancing	1
Dishwashing	1
Electronics	2

Kind of Work	Number of times mentioned
Gardening	1
Handyman	3
Health care	1
High rigger	1
Hotel work	1
Housework	5
Ironworking	1
Kitchen work	1
Knitting	1
Landscaping	1
Maintenance	4
Mechanics	1
Mink skinning	1
Nursing	2
Packaging	2
Painting	1
People work	4
Piano teaching	1
Police work	1
Pottery	1
Receptionist	1
Renovating	1
Research	2
Roofing	1
Sales	2
Sculpting	1
Security work	1
Shelter operating	1
Shipping	3
Silk screening	1
Singing	2
Telephonist	1
Truck driving	7
Waitress/waiter	3
Warehouse work	2
Welding	1
Window cleaning	2
Work with seniors	1

8.2 Skills Training Possibilities

TABLE 8.2.1 WHICH SKILLS WOULD YOU LIKE TO LEARN?

Skill	Number of times mentioned
Accounting	1
Acting	1
Auto mechanics	3
Ballet	1
Bartending	1
Building maintenance	1
Butchering	1
Clerical	2
Computing	6
Cooking	1
Counselling alcoholics	1
Drywalling	1
Electronics	4
French language	1
Health care	1
Hostessing	1
Law	1
Music	1
Photography	1
Piano	2
Sewing	1
Sociology	1
Teaching	2
Tool and die making	1
Typing	1
Waitressing	1
Working with animals	1
Writing	2

8.3 Community Agencies' Level of Interest in Community Economic Development

TABLE 8.3.1 AGENCY INVOLVEMENT IN COMMUNITY ECONOMIC DEVELOPMENT

Agency	Kind of Involvement Envisaged in Community Economic Development Initiatives
CENTRAL LINK	would be interested in it from rehabilitation potential perspective
CENTRAL NEIGHBOURHOOD HOUSE	attend meetings, help in developing project and advocating for it
CHRISTIAN RESOURCE CENTRE	help in finding funding, offer meeting space, help find locations, use our previous experience with, e.g. landscaping and maintenance
CHRISTIAN COMMUNITY CENTRE	support in developing ideas, use our experience in e.g. the Yonge Street muffin shop project
COUNCIL FIRES	assistance in developing proposal
DIXON HALL	help in examining possibilities
NEIGHBOURHOOD INFORMATION POST	assistance in area of coordination

8.4 Community Agencies' Level of Interest in Skills Trainin

TABLE 8.4.1 POTENTIAL INVOLVEMENT IN SKILLS TRAINING

Agency	Kinds of Involvement
CHRISTIAN RESOURCE CENTRE	teaching facilitative management, staff time, help in seeking funding, teaching home maker skills
CENTRAL NEIGHBOURHOOD HOUSE	space, staff time, leadership, financial management
CENTRAL LINK	development of rehabilitation
DIXON HALL	initial involvement to examine possibilities
CHRISTIAN COMMUNITY CENTRE	would be interested in helping to set up such a project
COUNCIL FIRES	bringing together people interested in skills development
FRIENDSHIP CENTRE	would offer scholarship for a health worker
NEIGHBOURHOOD INFORMATION POST	coordinating and organizing, an employment service
STREET HEALTH	would be closely involved if health service skills were being taught

8.5 Local Business People's Level of Interest in Community Economic Development

When asked in what ways they would like to be involved in community economic development initiatives, business people responded as follows:-

- I could talk about the doughnut business as an example.
- I would come to a meeting to see what could be done. I would want it to be productive.
- I would give advice and help in making contacts with the right people.
- I could be involved in an advisory capacity. I would be willing to give a couple of people a go, working in my business.
- I would be willing to offer an hour or two a month in a strictly advisory capacity. (2)

8.6 Some Relevant Models of Community Economic Development

One of the consultant group, Jacques Tremblay of Action Consulting has been closely involved with the creation of small-scale community development projects that may have some important relevance for potential initiatives with the South St. Jamestown Rooming House tenants.

These projects have involved low income groups in the initial development and have provided ongoing work for the same groups. One example is the A Way Express Courier Service. This project provides employment for people with psychiatric treatment histories as couriers. The couriers travel on Toronto's public transit system. A Way employs over 30 people on a part time basis and has built its regular customer base to about 200.

Another small scale community economic development project that Jacques Tremblay was instrumental in setting up is Abel Enterprises, a Simcoe-based organization that provides work for over 40 people as maintenance workers, canoe builders, furniture builders, etc. Abel Enterprises built a considerable amount of furniture for hostels and community agencies in Toronto.

The relevance of the two projects for South St. Jamestown is their modest nature and their ability to utilize the work, administrative and planning skills of low income people.

Jacques Tremblay is also currently involved in the planning stages of a maintenance-oriented community economic development project in downtown Toronto provisionally known as Take-It-Away.
There are obvious possible connections between this project and the possibilities for South St. Jamestown.

The City of Toronto has for some years attempted to encourage small-scale community economic development enterprises through its modest Community Economic Development grant fund. In 1988 a review of this program was carried out and the City is currently restructuring it to incorporate a Technical Resource Centre and a Financial Assistance Corporation. These developments have important implications for community economic development possibilities in South St. Jamestown.

APPENDIX B: COMMUNITY AGENCIES WITHIN AND SERVING THE RESIDENTS OF SOUTH ST. JAMES TOWN

AID TO THE ELDERLY, 270 Gerrard Street East (929-9614)
* Light housekeeping services for elderly and disabled, no charge.

ALCOHOLICS ANONYMOUS
* Local meetings held at:
* 519 Church Street.
* St. Peter's, 190 Carlton Street.
* St. Simon's, 525 Bloor Street East.
* St. Bartholomew's, 509 Dundas Street East.
* St. Paul's, 227 Bloor Street East.
* 411 Parliament Street.
* St. Andrew's, 117 Bloor Street East.
* Our Lady of Lourdes, 11 Earl Street
* Regent Park United, 40 Oak Street.

ALTERNATIVES PHONE LINE (JOHN HOWARD SOCIETY), 168 Isabella (465-5000)
* 24 hour telephone help service for those who have been or may be in trouble with the law.

ARCHDIOCESE OF TORONTO SOCIAL ACTION OFFICE, 355 Church Street (977-1500)
* Advocacy around social issues.

BARRETT HOUSE, 412 Queen Street East (mailing address)(869-3619)
* Caters to persons with AIDS who are homeless.
* Affordable supportive housing.
* Meals.
* Outreach.

BEAT THE STREET, 159 Gerrard Street East (967-7373)
* Literacy program, particularly aimed at street people.

BOOST (Blind Organization of Self-Help Tactics),
597 Parliament Street, B3. (964-6838)
* Advocates on behalf of the blind.
* Outreach.
* Counselling.
* Referral.
* Publishes Third Eye Quarterly (print, braille and cassette)

BOYS AND GIRLS CLUB OF DOWNTOWN TORONTO, 540 Dundas Street East (367-0648)
* Games.
* Arts and Crafts.
* Cooking.
* Swimming.
* Gym activities.
* Good grooming.

CABBAGETOWN COMMUNITY ARTS CENTRE, 435 Parliament Street (925-7222)
* Programs primarily for children and adolescents.
* Karate.
* Music.
* Dancing.
* Drama.
* Fine arts.
* Literacy.
* Drug and alcohol counselling.

CABBAGETOWN YOUTH CENTRE, 4 Lancaster Street (961-2912)
* Baseball.
* Volley ball.
* Soccer.
* Gym. activities.
* Boxing.
* Parents and tots activities.

CANADIAN PENSIONERS CONCERNED (ONTARIO DIVISION) 51 Bond Street (388-5222)
* Pressure group that holds seminars on issues of concern to pensioners, makes submissions regarding its positions to governments. Hold monthly meetings.

CARE-RING DOWNTOWN, 40 Oak Street (868-1190)
* Home help.
* Friendly visiting.
* Cleaning.
* Shopping.
* Transportation (if can't use TTC).

CENTRAL LINK, 386 Parliament Street (923-1112)
* Queen Street Mental Health Centre satellite.
* Counselling.
* Supervision of medication.

CENTRAL CLINIC, 368 Parliament Street (964-4000)
* Basic medical services.

CENTRAL NEIGHBOURHOOD HOUSE, 349 Ontario Street (925-4363)
* Recreational programs, including cultural events for children, teens and adults.
* Day Care.
* Adult drop in.
* Discussion groups, fitness, self-defence for women.
* Computer centre accessible to all ages.
* Home support program.
* Opportunity for Advancement Program - life skills, vocational testing, support for women.

CENTRE FOR EQUALITY RIGHTS IN ACCOMMODATION, 229 College Street Ste. 308 (599-9496)
* Services to those experiencing discrimination in housing.
* Advocacy and support.
* Intervention with landlords.
* Workshops and training seminars.

CHINESE FAMILY LIFE SERVICES OF METRO TORONTO, 347 College Street Ste. 310 (920-1237)
* Counselling - individual, family and marital.
* Elder abuse counselling.
* Family life education.

CHINESE INTERPRETER AND INFORMATION SERVICES, 58 Cecil Street (598-2022)
* Resource for Chinese community.
* Information and referral.
* Housing search.
* Daycare search.
* Tax clinic.
* English as a Second Language.
* Bus outings.

CHRISTIAN COMMUNITY CENTRE, 270 Gerrard Street East (929-9614)
* Clothing store.
* Emergency food.
* Clubs.
* Counselling.
* Summer camp.
* Seniors' club.

CHRISTIAN RESOURCE CENTRE, 40 Oak Street (363-4234)
* Counselling.
* Home support services.
* Drop in.
* Breakfast and lunch.
* Summer camp for homeless men.

COUNCIL FIRE NATIVE CULTURAL CENTRE, 188 Carlton Street (979-1509)
* Primarily for Native people offers:
* Counselling.
* Hobby groups.
* Family program.
* Drop in.
* Free lunch and supper.

DEPARTMENT OF PUBLIC HEALTH, TORONTO, 12 Shuter Street (392-7641)
* Nursing.
* Mental health.
* Nutrition.
* Family planning.
* Immunization.
* Inspection services.

DISTRESS CENTRE 2, 59 Briar Hill Ave. (486-1456)
* 24 hour telephone distress line.
* Crisis intervention for lonely, suicidal, distressed.

DIXON HALL, 58 Sumach Street (863-0498)
* Skills training (micro-computers).
* Computer literacy courses for the beginner.
* Emergency accommodation for men.
* Laundry facilities.
* Counselling.
* Legal aid clinic.
* Seniors recreational and outings program.
* Home help.
* Shopping.
* Music school for young people.

DONVALE MEDICAL CENTRE, 597 Parliament Street #103 (960-1077)
* Clinic, no appointment necessary.

DOWNTOWN CHURCHWORKERS ASSOCIATION, 145 Adelaide Street East (366-7797)
* A community development-oriented group that provides staff help to community-based programs.
* Youth programs.

DUNDAS-SHERBOURNE COMMUNITY HOUSE, 251 Sherbourne Street (964-0095)
* A Cityhome tenants' association.
* Outings.
* Christmas dinner.
* Dances.

FAMILY DAY CARE SERVICES, 380 Sherbourne Street (922-9556)
* Private home day care.
* Temporary child care in emergencies. (Minimum charge for 5 hours)

FAMILY SERVICE ASSOCIATION, 22-24 Wellesley Street East (922-3126)
* Individual and family counselling on marriage, parent-child conflict, domestic violence, loneliness, aging, divorce, separation, grief.
* Senior Support Service.

FEDERATION OF METRO TENANTS ASSOCIATION, 366 Adelaide Street East (364-1564)
* Helps to raise tenant awareness regarding their rights and provides assistance in enforcing those rights.

FIVE NINETEEN CHURCH STREET COMMUNITY CENTRE, 519 Church Street (392-6874)
* Drop in and recreational activities for children, older adults, ex-psychiatric patients.
* Legal clinic.
* Tax clinic.
* Small library.

FOUR SIXTEEN DUNDAS DROP-IN, 416 Dundas Street East (928-3311)
* Drop in for women.
* Showers.
* Laundry facilities.
* Meals.

FRIENDSHIP CENTRE, 317 Dundas Street East (368-8179)
* Drop in centre.
* Counselling.
* Recreation.
* Health clinic 2pm to 4pm Tuesdays and 7pm to 9pm Thursdays, no OHIP or appointments necessary.
* Inexpensive clothing through community centre clothing store.

GOOD SHEPHERD REFUGE, 412 Queen Street East (869-3619)
* Men's shelter.
* Showers.
* Meals.
* Drug and alcohol addiction counselling.

GOOD NEIGHBOURS CLUB, 170 Jarvis Street (366-5377)
* For men 50 years and older.
* Board games.
* Drop in.
* Films.
* Lunch.
* Shower.
* Change of clothing available.
* Counselling.

GOODWILL INDUSTRIES, 234 Adelaide Street East (362-4711)
* Vocational rehabilitation program, skill training, job placement.
* Work Adjustment Training program.

HASSLE FREE CLINIC, 556 Church Street (922-0603 men) (922-0566 women)
* For men - AIDS counselling, sexually transmitted disease treatment, HIV testing, support groups, drop in.
* For women - birth control and pregnancy counselling, abortion referral and follow up, post abortion counselling, sexually transmitted disease counselling and treatment, AIDS support counselling and HIV testing, drop in.

KOREAN CATHOLIC COMMUNITY CENTRE, 439 Dundas Street East (863-0415)
* Orientation.
* Interpreting service.
* Assistance with filling out forms.
* Escort to appointments.
* Korean instruction.
* Youth groups.
* Credit union.
* Counselling.
* Seniors' home support.

MID TORONTO COMMUNITY SERVICES INC., 192 Carlton Street (962-9449)
* Services to Seniors.
* Meals on wheels.
* Day centre.
* Home help.
* Alzheimer program.

MINISTRY OF COMMUNITY AND SOCIAL SERVICES, INCOME AND FAMILY SUPPORT, South East Area Office, 252 Parliament Street (362-6111) and (362-2023)
* Family Benefits.
* Discharge Allowance.
* Handicapped Children's Benefit.
* Supplementary Family Benefits Services.
* Vocational Rehabilitation Services.

NATIVE WOMEN'S RESOURCE CENTRE, 245 Gerrard Street East
(963-9963)
* Crisis intervention.
* Employment counselling.
* Education.
* Child welfare counselling.
* Information and referral.
* Literacy.
* Support groups.

NATIVE WOMEN'S RESOURCE CENTRE, 245 Gerrard Street East
(963-9963)
* Service for Native women and their children.
* Crisis intervention.
* Counselling.
* Court support.
* Child welfare.
* Foster homes.
* House finding assistance.
* Assistance in job searching.
* Literacy.
* Support groups.
* Trips to Kingston Prison for Women.
* Newsletter.

NEIGHBOURHOOD WATCH, METRO POLICE, 590 Jarvis St. (967-2222)
* Helps get a local Neighbourhood Watch set up.

NEIGHBOURHOOD INFORMATION POST, 265 Gerrard Street East
(924-2543)
* Information and referral.
* Assistance in filling out forms.
* Daycare and babysitting registry.
* Income tax clinic.
* Free phone and mail registry service.
* Outreach program.

NEIGHBOURHOOD LEGAL SERVICES, 333 Queen Street East (861-0677)
* Community legal workers.
* Assistance with GWA, CPP,OAS,FBA,UIC.
* Landlord-Tenant.
* Immigration.

O'NEILL BATHS, 325-A George Street (392-5539)
* Free showers and baths for men and women.
* Replacement clothing for men.

OPEN DOOR CENTRE AND ROOMS REGISTRY SERVICE INC.,
315 Dundas Street East (366-7124)
* Drop in.
* Counselling.
* Income tax clinic.
* Recreation.
* Information and referral.
* Advocacy and self help.
* Low cost food bar.
* Locate and list rooms in rooming houses.

OUR LADY OF LOURDES CHURCH, 11 Earl Street (924-6257)
* Groceries and vouchers. (6:30pm to 9:30pm)
* AA meetings.

OUR LADY'S MULTICULTURAL CENTRE, 11 Earl Street (926-0868)
* Services aiding settlement and integration of immigrants.

PACE EAST, 200 Wellesley Street East #119 (928-1279)
* Psychiatric treatment for those over 65.(Need referral and appointment.)
* Recreation.
* Home visits.

PARLIAMENT STREET LIBRARY, 269 Gerrard Street East (393-7663)
* Closest public library.
* Books, cassettes, magazines in several languages.
* Room and piano for community use.
* Children's programs.
* Movies.

PEOPLE UNITED FOR SELF HELP IN ONTARIO, 597 Parliament Street, Ste. 204 (923-6725) TDD(923-6210)
* Advocacy group for people with disabilities.
* On the job training and placement for community college students.
* Publishes quarterly newsletter - DIS-PATCH.

PROGRESS PLACE, 576 Church Street (323-0223)
* Programs for people with a history of psychiatric disability.
* Clubhouse, social and recreational activities.
* Outreach services to people in group homes and in rooms and apartments.
* Employment program.

RAXLEN CLINIC, 500 Parliament Street (966-3641)
* General clinic. No appointment necessary.

RED CROSS, 460 Jarvis Street (923-6692)
* Transportation to hospital appointments for seniors and disabled. No charge.

REGENT PARK SOLE SUPPORT MOTHERS' GROUP, 203 Sackville Green (863-1768)
* Support and information sharing, takes on issues such as welfare rights, childcare.
* Depot for FOODSHARE.

ROBERTSON HOUSE, 291 Sherbourne Street (392-5650)
* Short term shelter for women with our without children.
* Food.
* Counselling.

SENIORS' TRANSPORTATION, METROPOLITAN TORONTO COMMUNITY SERVICES DEPARTMENT, City Hall, East Tower, 5th Floor (392-8701)
AREA OFFICE 'Q', 67 Adelaide Street East.
* Issue identity cards that allow purchase of TTC tickets at half fare.

SILAYAN FILIPINO COMMUNITY CENTRE, 418-B Parliament Street (965-9505)
* Drop in for seniors and youths.
* Arts and crafts.
* Physical fitness.
* Filipino lessons.

SILENT VOICE, 768 Pape Avenue (463-1104)
* Assistance to individuals with hearing problems.
* Development of sign language and life skills.
* Hearing assessments.

SOCIETY OF SHARING: INNER CITY VOLUNTEERS, 883 Bloor Street West Ste. 206 (531-2481)
* Service for isolated Seniors and physically disabled adults.
* Recruiting and training volunteers.
* Monthly telephone security check.
* Advocacy.
* Friendly visiting.
* Christmas baskets.

ST. JAMESTOWN COMMUNITY HEALTH CENTRE, 200 Wellesley Street East. (926-7056)
* General health services. (Appointment necessary.)

ST. MICHAEL'S DETOX UNIT, 314 Adelaide Street East (864-5078)
* Will take in those intoxicated from drugs or alcohol, or withdrawing from them.

ST. BARTHOLEMEW'S CHURCH, 509 Dundas Street East (368-9180)
* Tuesday morning breakfast club.
* AA meetings Monday evenings.
* Children's Centre.

ST. LUKES COMMUNITY SERVICES INC., 192 Carlton Street (962-9449)
* Home help.
* Meals
* Shopping.
* Programs for frail and disabled, 54 years and older.

STREETHAVEN, 87 Pembroke Street (967-6060)
* Drop in for women.
* Counselling for women.
* Meals, shelter.

SUPPORTIVE HOUSING COALITION OF METRO TORONTO, 134 Lower Sherbourne Street (364-5917)
* Networking organization that works with other community organizations to develop housing for ex-psychiatric patients.

TORONTO ROOMERS ASSOCIATION, 40 Oak Street (363-4234)
* Manages and owns rooming houses with view to improving quality of life for singles and families in rooming houses or apartments.

APPENDIX C: INTERVIEW SCHEDULES

INTERVIEW QUESTIONNAIRE - SOUTH ST. JAMES TOWN CITYHOME STUDY

TENANT INTERVIEW

INTRODUCTION

Cityhome is carrying out a study to determine the needs of its tenants in South St. James Town. Part of this study involves interviewing 100 Cityhome tenants in South St. James Town.

CONFIDENTIALITY

We would like to stress that this interview is strictly confidential. No names will be kept of those interviewed, so that there will be no possible way of linking particular people to particular responses.

1. WHAT KIND OF ACCOMMODATION DO YOU LIVE IN?

    ___ ROOM WITHOUT COOKING FACILITIES

    ___ ROOM WITH COOKING FACILITIES

    ___ BACHELOR

    ___ APARTMENT

        ___ ONE BEDROOM

        ___ TWO BEDROOM

        ___ THREE BEDROOM

        ___ FOUR BEDROOM

    ___ OTHER (explain) ______________________________

2. HOW LONG HAVE YOU LIVED THERE?

    ___ YEARS

    ___ MONTHS

3. HOW LONG HAVE YOU LIVED IN CITYHOME ACCOMMODATION?

___ YEARS

___ MONTHS

4. I WOULD LIKE TO ASK YOU A FEW QUESTIONS ON HOW YOU FEEL ABOUT WHERE YOU LIVE, FIRST OF ALL ABOUT MAINTENANCE.

4.1 DO YOU FEEL THE PLACE IS KEPT ADEQUATELY CLEAN?

___ YES

___ NO

IF 'NO', IN WHAT WAYS SHOULD IT BE IMPROVED?

4.1.1 DO YOU FIND THE SMALL MAINTENANCE TASKS SUCH AS LEAKING TAPS AND BROKEN WINDOWS ARE ATTENDED TO SUFFICIENTLY PROMPTLY?

___ YES

___ NO

IF 'NO', IN WHAT WAYS SHOULD THERE BE IMPROVEMENT?

4.1.2 DO YOU FEEL THAT MINOR MAINTENANCE PROBLEMS ARE TAKEN CARE OF BEFORE THEY BECOME MAJOR ONES?

___ YES

___ NO

IF 'NO', CAN YOU GIVE ME EXAMPLES WHERE MINOR MAINTENANCE PROBLEMS HAVE BECOME MAJOR ONES?

4.1.3 COULD YOU TELL ME WHAT YOU DO WHEN YOU SEE THERE IS A NEED FOR SOMETHING TO BE FIXED?

(Probe re such things as 'Do you know who to contact to get things fixed?)

4.1.4 DO YOU FEEL IT'S YOUR RIGHT TO MAKE A COMPLAINT WHEN YOU CAN SEE THAT SOMETHING NEEDS TO BE FIXED?

___ YES

___ NO

IF 'NO', WHY DO YOU FEEL THIS WAY?

4.1.5 DO YOU FEEL COMFORTABLE ABOUT MAKING A COMPLAINT WHEN YOU CAN SEE THAT SOMETHING NEEDS TO BE FIXED?

___ YES

___ NO

IF 'NO', WHY NOT?

4.1.6 ARE THERE ANY AREAS OF MAINTENANCE THAT YOU ARE PARTICULARY CONCERNED ABOUT?

___ YES

___ NO

IF 'YES', WHAT ARE THEY?

4.2 HOW DO YOU FEEL ABOUT THE AVAILABILITY OF FACILITIES IN YOUR BUILDING?

___ THEY'RE GOOD

___ THEY'RE SATISFACTORY

___ THEY'RE POOR

4.2.1 IS THERE ANYTHING ABOUT THE AVAILABILITY OF FACILITIES THAT PARTICULARY CONCERNS YOU?

___ YES

___ NO

IF 'YES' WHAT IS IT?

4.2.2 DO YOU HAVE READY ACCESS TO:-

TOILETS?	___ YES	___ NO
SHOWERS?	___ YES	___ NO
BATHS?	___ YES	___ NO
KITCHEN FACILITIES	___ YES	___ NO

IF, 'NO', CAN YOU PLEASE SAY SOMETHING ABOUT THE PROBLEMS YOU HAVE GETTING ACCESS TO:

TOILETS

SHOWERS

BATHS

KITCHEN FACILITIES

4.2.3 ARE THERE EVER OCCASIONS WHEN THE REGULAR FACILITIES ARE TOTALLY INACCESSIBLE AND YOU HAVE TO USE OTHER ALTERNATIVES?

___ YES

___ NO

IF, 'YES', COULD YOU GIVE SOME EXAMPLES?

4.3 DO YOU EVER USE PLACES IN OR AROUND YOUR BUILDING FOR:

MEETING WITH OTHER PEOPLE? ___ YES ___ NO

SITTING AROUND ____ YES ___ NO

GENERALLY SOCIALIZING ___ YES ___ NO

SUNBATHING ___ YES ___ NO

OTHER (EXPLAIN) ___ YES ___ NO

IF 'YES', CAN YOU SAY SOMETHING ABOUT THE PLACES YOU USE FOR:

MEETING OTHER PEOPLE

SITTING AROUND

GENERALLY SOCIALIZING

SUNBATHING

OTHER

4.4 DO YOU HAVE ANY PROBLEMS WITH NOISE?

___ YES

___ NO

IF 'YES', WHAT KINDS OF PROBLEMS?

ALSO IF 'YES', HOW DO YOU FEEL THESE PROBLEMS COULD BE HANDLED?

4.5 DO YOU FEEL YOUR PLACE IS SUFFICIENTLY PRIVATE?

___ YES

___ NO

IF 'NO', WHAT PRIVACY PROBLEMS DO YOU EXPERIENCE?

ALSO IF 'NO', HOW DO YOU FEEL THESE PROBLEMS COULD BE HANDLED?

4.6 DO YOU HAVE ANY SECURITY PROBLEMS?

___ YES

___ NO

IF 'YES', WHAT KINDS OF SECURITY PROBLEMS?

ALSO IF 'YES', HOW DO YOU FEEL THESE PROBLEMS COULD BE HANDLED?

4.7 DO YOU FEEL SAFE AT HOME?

___ YES

___ NO

IF 'NO', WHY NOT?

ALSO IF 'NO', HOW DO YOU FEEL THESE PROBLEMS COULD BE HANDLED?

4.8 DO YOU HAVE ANY PROBLEMS IN GETTING INTO AND OUT OF YOUR HOME?

___ YES

___ NO

IF 'YES', WHAT KINDS OF PROBLEMS?

ALSO IF 'YES', HOW DO YOU FEEL THESE PROBLEMS COULD BE HANDLED?

4.9 ARE THERE ANY OTHER PROBLEMS THAT YOU HAVE WITH YOUR HOME THAT WE HAVEN'T TALKED ABOUT SO FAR?

___ YES

___ NO

IF 'YES', WHAT ARE THEY?

ALSO IF 'YES', HOW DO YOU FEEL THESE PROBLEMS COULD BE HANDLED?

5. I WOULD LIKE TO ASK YOU SOME QUESTIONS NOW ON THE TYPES OF PLACES THAT YOU USE IN THE AREA AND ELSWHERE IN THE CITY.

WHERE DO YOU GO WHEN YOU NEED:

5.1 TO MEET PEOPLE?

5.2 TO RELAX?

5.3 FOR RECREATIONAL ACTIVITIES?

5.4 FINANCIAL ASSISTANCE?

5.5 ASSISTANCE IN ACQUIRING FOOD?

5.6 HEALTH CARE?

5.7 LEGAL ASSISTANCE?

5.8 ASSISTANCE IN FINDING EMPLOYMENT?

5.9 WHO DO YOU CALL IN AN EMERGENCY?

6. ONE OF THE THINGS WE WOULD LIKE TO LOOK AT IN THIS STUDY IS THE KINDS OF WORK SKILLS THAT PEOPLE HAVE AND THE KINDS OF WORK THEY ARE INTERESTED IN DOING.

6.1 WHAT KINDS OF WORK SKILLS WOULD YOU SAY YOU HAVE?

6.2 WHAT KINDS OF WORK DO YOU ENJOY DOING?

6.3 ARE THERE ANY SKILLS THAT YOU WOULD LIKE TO LEARN IF YOU HAD THE OPPORTUNITY TO DO SO?

___ YES

___ NO

IF 'YES', WHAT KIND OF SKILLS WOULD YOU LIKE TO LEARN?

7. I WOULD LIKE TO ASK YOU A COUPLE OF QUESTIONS ABOUT THE ENVIRONMENT AROUND YOUR HOME NOW.

7.1 ARE YOU SATISFIED WITH:

7.1.1 THE HOUSES NEXT DOOR TO YOU?

___ YES

___ NO

IF 'NO', WHAT EXACTLY ARE YOU DISSATISFIED WITH?

7.1.2 YOUR STREET?

___ YES

___ NO

IF 'NO', WHAT ARE YOU DISSATISFIED WITH?

7.1.3 YOUR NEIGHBOURHOOD?

___ YES

___ NO

IF 'NO', WHAT ARE YOU DISSATISFIED WITH?

7.2 DO YOU FEEL WELCOME IN YOUR NEIGHBOURHOOD?

___ YES

___ NO

IF 'YES', WHY?

IF 'NO', WHY NOT?

ALSO IF 'NO', WHAT WOULD MAKE YOU FEEL MORE WELCOME?

7.3 WOULD YOU LIKE TO SEE CHANGES MADE TO YOUR NEIGHBOURHOOD?

___ YES

___ NO

IF 'YES', WHAT KINDS OF CHANGES?

8. WOULD YOU LIKE TO CARRY ON LIVING IN YOUR PRESENT HOME FOR THE NEXT FEW YEARS?

___ YES

___ NO

IF 'NO', IN WHAT WAYS WOULD THE HOME YOU WOULD LIKE TO MOVE TO DIFFER FROM YOUR PRESENT HOME?

ALSO IF 'NO'. IF YOUR LIVING ARRANGEMENTS WERE MUCH MORE TO YOUR LIKING WOULD YOU THEN LIKE TO CARRY ON LIVING HERE FOR THE NEXT FEW YEARS?

___ YES

___ NO

(How would things have to change?)

8.1 WOULD YOU LIKE TO CARRY ON LIVING IN THE SAME NEIGHBOURHOOD?

___ YES

___ NO

IF 'YES', WHY?

IF 'NO', WHY NOT?

ALSO IF 'NO', IF YOU COULD MAKE THE CHANGES TO THE NEIGHBOURHOOD THAT WOULD LIKE TO, WOULD YOU THEN WANT TO CARRY ON LIVING HERE FOR THE NEXT FEW YEARS?

___ YES

___ NO

(What would these changes be?)

8.2 DO YOU HAVE ANY COMMENTS ON THE WAYS TRANSFERS ARE MADE WITHIN CITYHOME HOUSING?

___ YES

___ NO

IF 'YES', WHAT SORT OF COMMENTS?

8.3 I WOULD LIKE TO ASK YOU A FEW QUESTIONS NOW ON WHETHER OR NOT YOU WOULD LIKE TO BE INVOLVED IN SOME WAY IN THE FOLLOWING ACTIVITIES?

8.3.1 CLEANING OF THE LOCAL CITYHOME PROPERTIES?

___ YES

___ NO

IF 'YES', IN WHAT WAYS WOULD YOU SEE YOURSELF AS BEING INVOLVED?

8.3.2 MAINTENANCE OF THE LOCAL CITYHOME PROPERTIES?

___ YES

___ NO

IF 'YES', IN WHAT WAYS WOULD YOU SEE YOURSELF AS BEING INVOLVED?

8.3.3 RENOVATIONS WORK ON THE LOCAL CITYHOME PROPERTIES?

___ YES

___ NO

IF 'YES', IN WHAT WAYS WOULD YOU SEE YOURSELF AS BEING INVOLVED?

8.3.4 DEVELOPMENT AND DESIGN OF NEW CITYHOME BUILDINGS?

___ YES

___ NO

IF 'YES', IN WHAT WAYS WOULD YOU SEE YOURSELF AS BEING INVOLVED?

9. DO YOU LIVE

___ ON YOUR OWN?

___ WITH ONE OTHER PERSON?

___ WITH YOUR FAMILY?

___ OTHER ____________________

10. THAT'S ABOUT THE END OF THE INTERVIEW. IS THERE ANYTHING ELSE YOU'D LIKE TO SAY ABOUT LIVING IN A CITYHOME UNIT THAT WE HAVEN'T COVERED IN THE INTERVIEW?

___ YES

___ NO

IF 'YES',WHAT IS IT?

MALE ___

FEMALE ___

AGE ___ <20 ___ 51-60

___ 21-30 ___ 61-70

___ 31-40 ___ >70

___ 41-50 Date of interview / / /89

INTERVIEW QUESTIONNAIRE - SOUTH ST. JAMES TOWN CITYHOME STUDY

COMMUNITY AGENCY PERSONNEL INTERVIEW

INTRODUCTION

Cityhome is carrying out a study to determine the needs of its tenants in South St. James Town. Part of this study involves interviewing personnel in local community agencies.

1. DO RESIDENTS FROM THE CITYHOME SOUTH ST. JAMES TOWN HOUSING COMMUNITY USE YOUR AGENCY'S SERVICES?

___ YES

___ NO

IF 'YES', WHAT ASPECTS OF YOUR AGENCY'S SERVICES DO THEY USE?

IF 'NO', WHY DO YOU FEEL THIS IS SO?

2. WHAT OTHER KINDS OF SERVICES DO YOU PROVIDE THAT COULD BE USED BY RESIDENTS OF THE CITYHOME SOUTH ST. JAMES TOWN HOUSING COMMUNITY?

3. IN YOUR VIEW WHAT GAPS IN SERVICES ARE THERE FOR RESIDENTS OF THE CITYHOME ST. JAMES TOWN HOUSING COMMUNITY?

3.1 IF FUNDING WAS NO OBSTACLE WHICH OF THESE GAPS WOULD YOUR AGENCY LIKE TO FILL?

4. DOES YOUR AGENCY EVER WORK TOGETHER WITH OTHER AGENCIES TO DEAL WITH PROBLEMS?

___ YES

___ NO

IF 'YES', COULD YOU GIVE ME SOME EXAMPLES?

IF 'NO', DO YOU FEEL YOUR AGENCY WOULD WELCOME THE OPPORTUNITY TO WORK WITH OTHER AGENCIES IF SUCH OPPORTUNITIES AROSE?

___ YES

___ NO

IF 'YES', IN WHICH PARTICULAR AREAS DO YOU FEEL YOUR AGENCY WOULD MOST LIKE TO WORK WITH OTHER AGENCIES?

5. IS YOUR AGENCY CURRENTLY INVOLVED IN ANY COMMUNITY DEVELOPMENT ACTIVITIES?

(Interviewer defines community development if necessary)

___ YES

___ NO

IF 'YES', COULD YOU PLEASE DESCRIBE THESE?

IF 'NO', WOULD YOUR AGENCY WELCOME THE OPPORTUNITY TO BECOME INVOLVED IN COMMUNITY DEVELOPMENT ACTIVITIES?

___ YES

___ NO

6. IS YOUR AGENCY CURRENTLY INVOLVED IN ANY COMMUNITY ECONOMIC DEVELOPMENT ACTIVITIES?

(Interviewer defines community economic development if necessary.)

___ YES

___ NO

IF 'YES', COULD YOU PLEASE DESCRIBE THESE?

IF 'NO', WOULD YOUR AGENCY WELCOME THE OPPORTUNITY TO BECOME INVOLVED IN COMMUNITY DEVELOPMENT ACTIVITIES?

___ YES

___ NO

7. HAVE YOU ANY KNOWLEDGE OF THE OCCUPATIONAL SKILL LEVEL OF RESIDENTS IN THE CITYHOME SOUTH ST. JAMES TOWN COMMUNITY?

___ YES

___ NO

IF 'YES', WHAT PARTICULAR SKILLS ARE YOU AWARE OF?

8. WOULD YOUR AGENCY BE INTERESTED IN BEING INVOLVED IN THE CREATION OR SUPPORT OF COMMUNITY ECONOMIC DEVELOPMENT INITIATIVES THAT WOULD UTILIZE THE SKILLS OF CITYHOME SOUTH ST. JAMES TOWN RESIDENTS?

___ YES

___ NO

IF 'YES', WHAT KIND OF INVOLVEMENT WOULD YOU ENVISAGE?

9. WOULD YOUR AGENCY BE INTERESTED IN BEING INVOLVED IN SKILLS TRAINING INITIATIVES AIMED AT THE REVITALIZATION AND DEVELOPMENT OF SKILLS AMONGST THE CITYHOME SOUTH ST. JAMES TOWN RESIDENTS?

___ YES

___ NO

IF 'YES', WHAT KIND OF INVOLVEMENT WOULD YOU ENVISAGE?

10. DO YOU FEEL THAT THE CITYHOME SOUTH ST. JAMES TOWN HOUSING PROVIDES FOR A VALID NEED IN THE AREA?

___ YES

___ NO

IF 'YES', WHY?

IF 'NO', WHY NOT?

11. DO YOU FEEL THERE IS A NEED FOR MORE HOUSING IN SOUTH ST JAMES TOWN OF THE TYPE PROVIDED BY CITYHOME?

___ YES

___ NO

IF 'YES', WHY?

IF 'NO', WHY NOT?

12. FROM YOUR PERSPECTIVE WHAT ARE THE POSITIVE ASPECTS OF THE CITYHOME SOUTH ST. JAMES TOWN HOUSING PROJECT?

13. WHAT ARE THE NEGATIVE ASPECTS?

14. HAVE YOU ANY FURTHER COMMENTS?

Interviewee ______________________________

Agency ______________________________

Phone # ______________________________

Date of I/view / / /89

INTERVIEW QUESTIONNAIRE - SOUTH ST. JAMES TOWN CITYHOME STUDY

KEY INFORMANT INTERVIEW (LOCAL BUSINESS)

INTRODUCTION

Cityhome is carrying out a study to determine the needs of its tenants in South St. James Town. Part of this study involves interviewing people who are closely involved with the day-to-day life of the area.

1. COULD YOU DESCRIBE FOR ME THE KINDS OF INTERACTIONS YOU HAVE WITH TENANTS FROM THE SOUTH ST. JAMES TOWN HOUSING UNITS?

2. WHAT ARE YOUR VIEWS ON THE NATURE OF THE PROJECT?

3. DO YOU EVER HIRE CITYHOME TENANTS TO WORK IN YOUR BUSINESS?

   ___ YES

   ___ NO

   IF 'YES', WHAT KINDS OF WORK HAVE YOU HIRED THEM FOR?

   ALSO, IF 'YES', DO YOU INTEND TO HIRE MORE IN THE FUTURE?

4. DO YOU TEND TO HIRE LOCAL RESIDENTS IN YOUR BUSINESS?

   ___ YES

   ___ NO

   IF 'NO', ARE THERE ANY REASONS WHY YOU DON'T HIRE LOCAL RESIDENTS?

IF 'YES', WHAT HAS BEEN YOUR EXPERIENCE WITH STAFF HIRED LOCALLY?

4. DO YOU FEEL THAT ANY SKILLS THAT ARE USEFUL IN YOUR BUSINESS ARE IN SHORT SUPPLY?

___ YES

___ NO

IF 'YES', WHAT ARE THEY?

5. WOULD YOU BE INTERESTED IN BEING INVOLVED IN COMMUNITY ECONOMIC DEVELOPMENT INITIATIVES WITH COMMUNITY AGENCIES AND SOUTH ST. JAMESTOWN CITYHOME TENANTS?

___ YES (Explain C.E.D. if necessary.)

___ NO

IF 'YES', IN WHAT WAYS WOULD YOU SEE YOURSELF BEING INVOLVED?

6. WHAT DO YOU KNOW OF THE CITYHOME HOUSING IN SOUTH ST. JAMES TOWN?

7. ANY FURTHER COMMENTS?

Name of interviewee ____________________

Business ____________________

Date of interview / / /89

INTERVIEW QUESTIONNAIRE - SOUTH ST. JAMES TOWN CITYHOME STUDY

KEY INFORMANT INTERVIEW (INVOLVED PEOPLE)

INTRODUCTION

Cityhome is carrying out a study to determine the needs of its tenants in South St. James Town. Part of this study involves interviewing people who have been closely involved with the development of Cityhome housing in South St. James Town.

1. WOULD YOU DESCRIBE THE KIND OF INVOLVEMENT YOU HAVE HAD WITH THE DEVELOPMENT OF THE SOUTH ST. JAMES TOWN HOUSING PROJECT?

2. IN WHAT WAYS ARE YOU CURRENTLY INVOLVED?

3. WHAT DO YOU SEE AS THE MAJOR GOALS OF THE PROJECT?

4. DO YOU FEEL THAT IT IS REACHING THESE GOALS?

___ YES

___ NO

IF 'NO', IN WHAT WAYS IS IT NOT REACHING THESE GOALS?

5. DO PEOPLE EVER APPROACH YOU REGARDING PROBLEMS WITH THE SOUTH ST. JAMES TOWN HOUSING?

___ YES

___ NO

IF 'YES', WHAT KINDS OF PROBLEMS DO THEY APPROACH YOU WITH?

6. WHAT VISION DO YOU HAVE FOR THE FUTURE OF THE SOUTH ST. JAMES TOWN HOUSING?

7. DO YOU HAVE ANY FURTHER COMMENTS?

Name of Interviewee ______________________________

Date of Interview / / /89

INTERVIEW QUESTIONNAIRE - SOUTH ST. JAMES TOWN CITYHOME STUDY

KEY INFORMANT INTERVIEW (MAINTENANCE STAFF)

INTRODUCTION

Cityhome is carrying out a study to determine the needs of its tenants in South St. James Town. Part of this study involves interviewing Cityhome personnel who are involved in maintenance of the units.

1. CAN YOU TELL ME WHAT KINDS OF BUILDING COMPONENTS BREAK DOWN/DETERIORATE MOST FREQUENTLY?

	Frequency of breakdown or rapidity of deterioration		
Component	High	Medium	Low

2. WHAT PARTS OF BUILDINGS DETERIORATE THE MOST RAPIDLY?

Building Part	High	Medium	Low
Hallways			
Entrances			
Porches			
Living rooms			
Bedrooms			
Bathrooms			
Kitchens			
Other (explain)			

3. WHAT WOULD YOU SAY ARE THE MAJOR REASONS FOR BREAKDOWN OR DETERIORATION?

4. HOW LONG WOULD YOU ESTIMATE IT TAKES BETWEEN THE TIME WHEN THE MAINTENANCE SECTION BECOMES AWARE A PARTICULAR TASK NEEDS DOING AND THE COMPLETION OF THE TASK, AS FOLLOWS:-

Task	Time in weeks
Fix a leaking tap?	
Clean a neglected area?	
Install a shower?	
Fix a broken window?	
Carry out a painting job?	
Carry out a plastering job?	
Fix loose boards in floor or on stairway?	

4.1 DO YOU THINK SUCH TASKS ARE COMPLETED WITHIN THE DESIRED TIME FRAME?

___ YES

___ NO

IF 'NO', HOW DO YOU THINK IMPROVEMENTS COULD BE MADE?

5. WHO CARRIES OUT WHAT KINDS OF MAINTENANCE WORK?

Staff	Kinds of maintenance work

Contractors	Kinds of maintenance work

6. WHAT KINDS OF TRADES PEOPLE ARE CURRENTLY ON STAFF?

Trade	Number on staff
Carpenters	
Plumbers	
Electricians	
Handy men/women	

7. WHAT IS THE RELATIVE LEVEL OF CAPITAL COSTS FOR THE VARIOUS BUILDING ITEMS?

	Level of Capital Costs		
Building Item	High	Medium	Low
Roofing			
Brickwork			
Wood replacement			
Repair generator			
Stormwater system			
Electrical wiring			
Electrical fixtures			
Heating			
Cladding			
Windows			
Doors			

8. WHAT DO YOU FEEL ARE THE DIFFERENT **COMPARATIVE** LEVELS OF EXPENSE INCURRED BY THE DIFFERENT TYPES OF ACCOMMODATION?

	Comparative expense levels		
Accommodation type	High	Medium	Low
Room without cooking facilities	____	____	____
Room with cooking facilities	____	____	____
Bachelor	____	____	____
One bedroom apartment	____	____	____
Two bedroom apartment	____	____	____
Three bedroom apartment	____	____	____
Four bedroom apartment	____	____	____
____________________	____	____	____
____________________	____	____	____

9. IN THE EARLY DAYS OF THE SOUTH ST. JAMESTOWN PROJECT, MUCH OF THE ONGOING CLEANING AND MAINTENANCE WORK WAS DONE BY THE TENANTS THEMSELVES, WITH ASSISTANCE FROM PART TIME WORKERS. WHAT ARE YOUR VIEWS ON SUCH A METHOD OF HANDLING CLEANING AND SMALL MAINTENANCE TASKS?

10. HAVE YOU ANY FURTHER COMMENTS TO MAKE?

Name of interviewee ______________________________

Position of interviewee _________________________

Date of Interview / / /89